iTracker™ Software User Guide

Support

IndusTrack provides support for the customer in form of blogs, media, forums, wikis and groups. This feature forms a community portal for users and developers to discuss about the application. To post comments in the forum and wiki pages, users must register with the ITracker Support Community.

Please contact iTracker Customer Service for additional assistance.

Contact Information

www.industrack.com

Support:
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Introduction

This manual describes the usage of the ITracker™ software from IndusTrack. ITracker is a full featured fleet management software application that works seamlessly with IndusTrack GPS tracking devices. ITracker runs directly on your PC, which provides the user with greater performance and efficiency over competitive web-based applications.

Be sure to enable bookmarks within your PDF reader to allow for convenient browsing of this manual.

Getting Started

The ITracker software must be downloaded from an IndusTrack server and installed on each computer that will be using the system. After purchasing the software or signing up with an IndusTrack service plan, the download instructions will be provided to you along with your login credentials.

If you should need additional assistance with obtaining download or login information,

please contact customer support at support@industrack.com or call 612-746-4017.

In order to get the most out of your iTracker system, it is recommended that you perform the initial configuration steps in order to properly set up the system. The initial configuration steps consist of installing the software and setting up Users, Vehicles, Expenses, Drivers, Shifts, Geofences and Alerts.

Installing the Software

Click on the link provided in the email that contained your login credentials. Or click on the download software button on support home page. The Installation screen will be displayed. Click on the Install button.

If a security warning message is displayed, click the additional Install button within the warning message

The Progress indicator will be displayed throughout the installation process. You may use the other features of your computer while the software is being installed

The installation program will automatically check your computer and verify that the necessary software components (.Net and Silverlight) are present on your computer. If necessary, those components will be installed during the process. If this occurs, your computer may need to be restarted. If prompted, restart the computer before proceeding further.

When the installation has finished, an iTracker shortcut will be created on your desktop and the Login Screen will be displayed

Logging into the iTracker program

Enter the user name and password then click on the Login button. The ITracker Main Screen will be displayed.

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Accept the License Agreement. Check the box do not show this message again.

NOTE: Software will not unless the user agreement is accepted.

To exit the iTracker program, click once on the Home button located on the upper left corner of the Main Screen and select Exit.

Double click on the ITracker shortcut to restart the program.

Software Updates

Once the software is installed, it will automatically check for new versions each time that the application is launched. You will be prompted to update the software at that time, and it is recommended to do so as new versions will contain maintenance updates and feature enhancements.

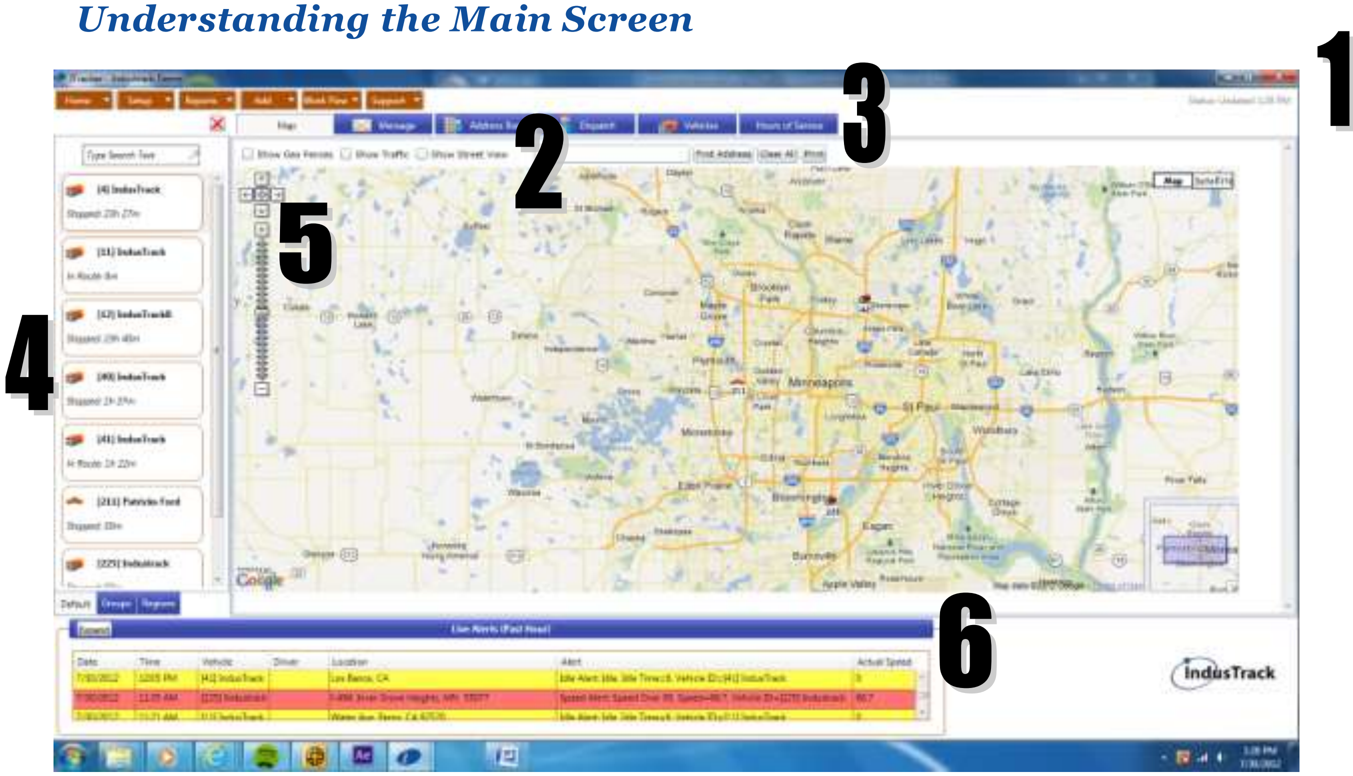
To manually update the application:

1) Click Support -> About

2) Click Check for new version

On running the software, the Windows firewall will block it only the first time. A user will be required to click 'Unblock' for this event.

Understanding the Main Screen



1) Connection status: displays the time at which the display was last updated
2) Function Tabs: selects a specific view of the display for a desired functionality
3) Configuration Tabs: selects specific system parameters
4) Left Navigation bar: displays the name and current statistics for each vehicle equipped with tracking hardware
5) Map viewing controls: allows the user to change the displayed map area
6) Live Alert Window: displays alerts that have occurred within the past hour

System Configuration

The rest of this section discusses configuration of the software using the setup features within ITracker.

An icon (**i**) next to each field on iTracker gives detailed information about input requirements. All lists can be sorted by clicking on the column header. Records can be edited by double-clicking on the desired row. Configuration options will be found in one of three places: the Setup drop down menu, the Add drop down menu, and the Tabs located directly above the map.

Setting up Users

A user is anyone who will be accessing the iTracker system. For administrative and security purposes it is recommended that each user have their own user name and password. Each user can also be assigned one of three privilege levels or roles, depending on their system responsibilities.

Super-user: All Rights
Dispatcher: Add or edit rights only
Administrative: Viewing data rights only

Users may be added, edited or deleted as needed by making the appropriate changes in the Users List. To access the Users List, single click on the Setup button and then select Users from the menu.

The Users List contains information for record for each user consisting of:

Username (used to log in to the system). Usernames are case sensitive and must be entered exactly as specified in the User List in order to log in to the system

Creating a new user

1) Click Setup > Users
2) Click Add New. The Add new User screen will be displayed

Enter a username, password and select the appropriate role. These items are mandatory and are marked with an * on the Add New User screen

1) Enter the optional items which include
2) First name
3) Last Name
4) Email address: This will be used to send the text alerts and reports.

5) Select a Role: Super-user, Dispatcher or Administrative. Only a Super-user may add or delete another user. A dispatcher may only edit a password. Administrative users may not make any changes.

6) Select the appropriate Region from the drop down menu. This is only if there multiple branches.
7) Enter the user's cell phone number, formatted as 555-555-1212. This can be used to send alerts via text messages.
8) Select the user's cellular provider. This information is used to properly format text messages that may be sent to the user's phone. This selection may be left blank, if you are unsure of the correct carrier

9) Click on the Save button to add the user to the system.

Deleting a user

From the Users List, click into any cell in the row which contains the record for the user that is to be deleted. Click on the Delete Selected button.
As a precaution, the system will prompt you to confirm the deletion. Choose Yes to continue with the deletion.
Note: Deleting a user will only remove the user information. It does not have any effect on the changes made by the user to vehicle, drivers, or other items in the system.

The Users List also contains a Search tool, which can be used to quickly locate the record for an individual user. To use the Search tool, enter a portion of the username, first or last name, role or email address. The matching information will be displayed as characters are entered.

The records in the Users List may be sorted in either ascending or descending order by clicking on and of the labels in the header row.

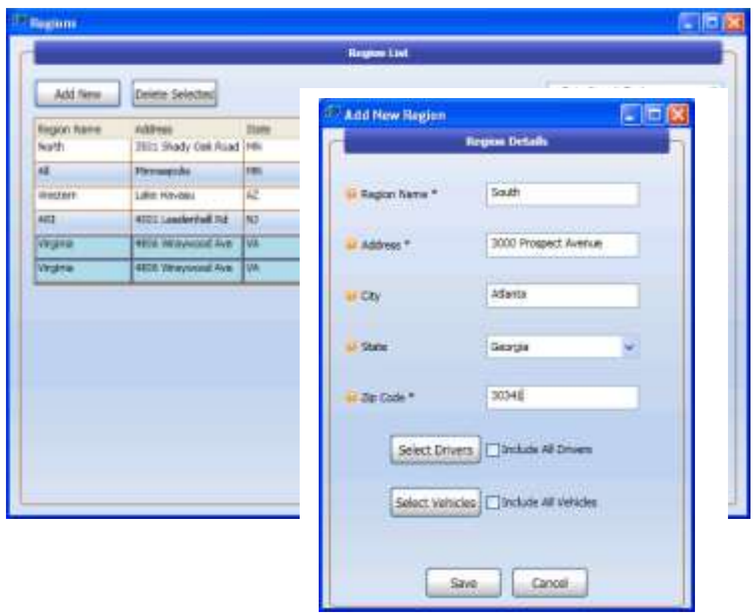
Setting up Regions

The iTracker system allows you to organize your fleet into geographic regions/departments/branches. For ease of administration, specific users, drivers and vehicles may be assigned to a particular region.

Regions may be added, edited or deleted as needed by making the appropriate changes in the Regions List.

Creating a new Region:

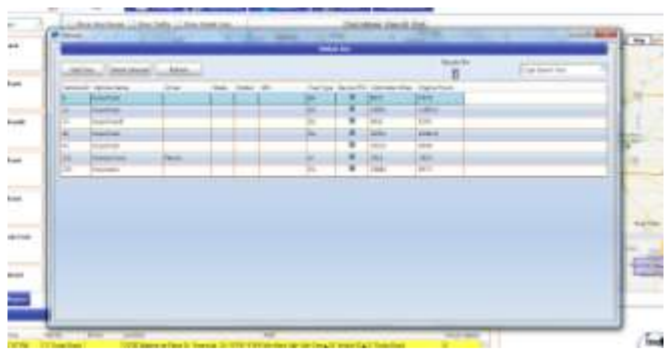
1) Click Setup > Regions. The Regions List will be displayed
2) Click on the Add New button. The Add New region screen will be displayed
3) Enter a Region Name, Address and zip code. These items are mandatory and are marked with an * on the Add New Region screen city and state may also be entered if desired



Add Drivers to the Region. Individual drivers may be assigned to the Region by clicking on the Select Drivers button to open the Driver Group Details screen. To add all drivers to the region check the Include All Drivers box, then click on the Select Drivers button

Select individual drivers by checking the box in the left most column

Add Vehicles to the Region. Individual vehicles may be assigned to the Region by clicking on the Select Vehicles button to open the Vehicle Group Details screen. To add all vehicles to the region check the Include All Vehicles box, then click on the Select Vehicles button



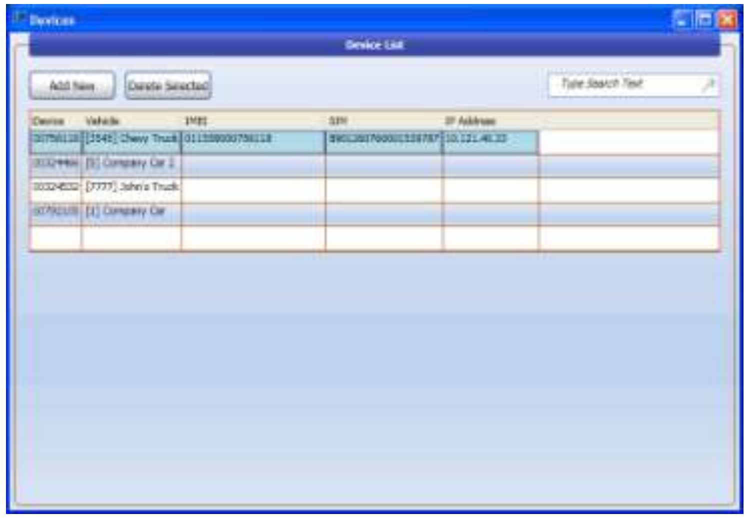
Select individual drivers by checking the box in the left most column

Click on the Save button to add the region to the system or cancel to abort the change

Setting up the Devices

The Devices List contains the record of the tracking devices associated with each vehicle in your fleet. As part of the initial setup process, IndusTrack support will add the devices. The steps below are required to add additional devices or new devices.

Note: The Vehicle Setup process should be performed prior to this step.



1) Click Setup > Devices. The Devices List will be displayed
2) Click on the Add New button
3) Select device type from drop down
4) Enter the last 8-digit of the IMEI#
5) Select the vehicle this device was installed in. If the vehicle is not listed. Follow the instruction on how to add a vehicle.
6) If SIM number and IP number are provided please enter, otherwise leave them empty.
7) Select Save

The information displayed below the input fields provides a detailed description of the current location of the vehicle and the vehicle's system health that includes the vehicle's current longitude, latitude, ignition status and the number of satellites used for tracking. A higher number of satellites provide a more accurate location fix.

How to switch a device from one vehicle to another in the iTracker software?

First you will have disassociate the device and then re associate the device to the new vehicle.

1. *Click on setup -> Devices*
2. Double click on the device IMEI# which had the device. Edit screen will open.
3. On the edit screen click on the drop down menu of the vehicle list. Choose none
4. Press Save. This will disassociate the device.
5. Double click on the same device IMEI# to edit. Notice that there should not be vehicle assign to this device.
6. In the edit screen from the vehicle drop down list select the new vehicle this device will be going to. Press Save.
7. Restart the ITracker software.

The information displayed below the input fields provides a detailed description of the current location of the vehicle and the vehicle's system health that includes the vehicle's current

longitude, latitude, ignition status and the number of satellites used for tracking. A higher number of satellites provide a more accurate location fix.

Setting up Expenses

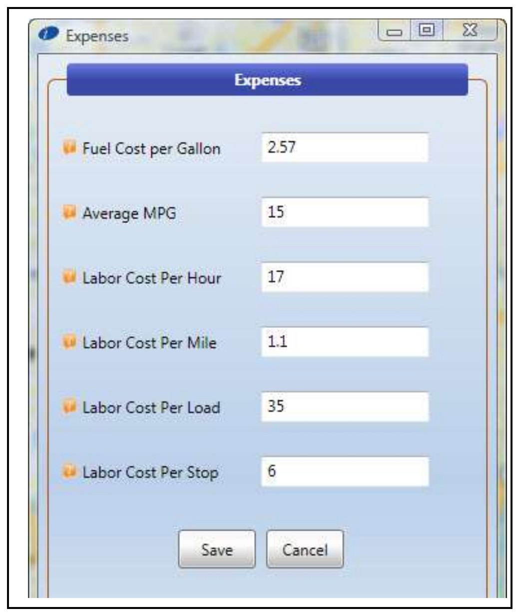
ITracker has reporting features that allows a user to track costs of operating a fleet based on fuel costs, maintenance costs, hourly wages and other factors. In order to use these features, some basic expense information must be entered into the system.

These expense entries represent the default values that will be applied across your system. In situations where a different value needs to be applied for a specific driver or vehicle, the default cost information can be overridden by changing the value for that driver or vehicle. See the Driver or Vehicle setup sections for additional information.

Note: The cost data used in the iTracker system should be periodically reviewed and updated to reflect the current actual costs.

To set up expenses:

1) Click Setup -> Expenses
2) Enter fuel cost in units of USD/gallon
3) Enter average miles per gallon in units of USD/mile
4) Enter labor cost in units of USD/hour
5) Enter labor cost in units of USD/mile
6) Enter labor cost per load
7) Enter labor cost per stop
8) Click Save



Note: All of the Expense fields must contain values in order to successfully save the setup. The reports will now accurately represent your actual costs.

Setting up Customer information

To add a customer information perform the following:

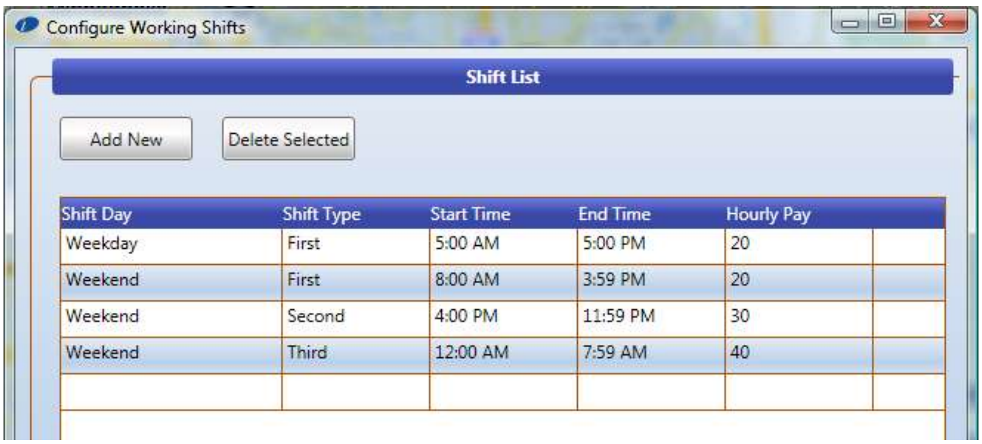
1) Click on Setup > Customer. The Customer Setup window will be displayed
2) Enter the appropriate information including address, country and IFTA and DOT numbers if necessary
3) Select Save when finished

Setting up Shifts

The shift list is used to record the different work hours and pay rates within a company. This information is used to calculate the total pay, office hour (time not associated with a specific job) activity and off-hour activities of your vehicles.

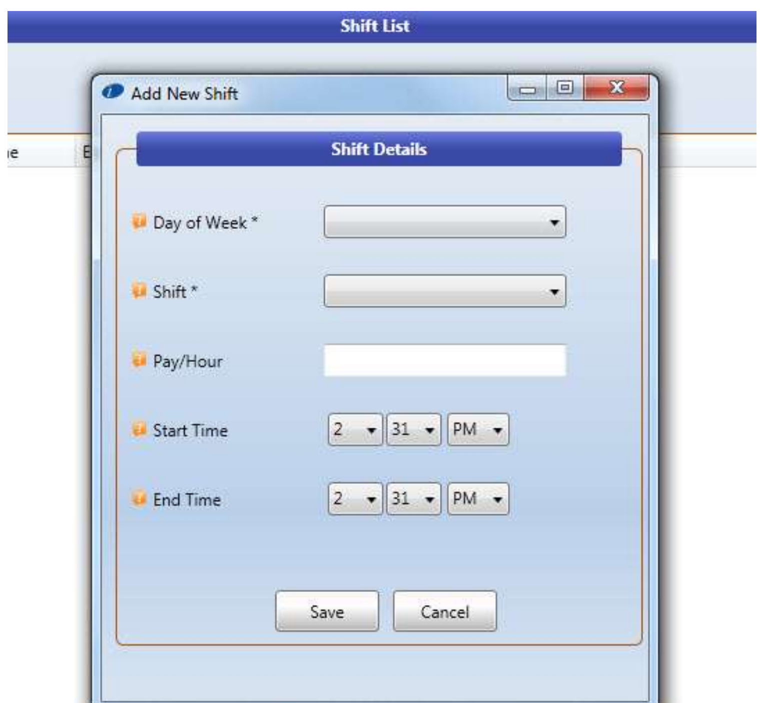
Different work schedules throughout the week may be configured as various shifts with associated hourly pay rates. In the example below, a first shift is defined all days of the week, a second shift is defined on the weekend, and a third shift is also defined for the weekend.

Note: Although there are currently no reports based solely on shifts, the shift information is used to calculate information across other reports.

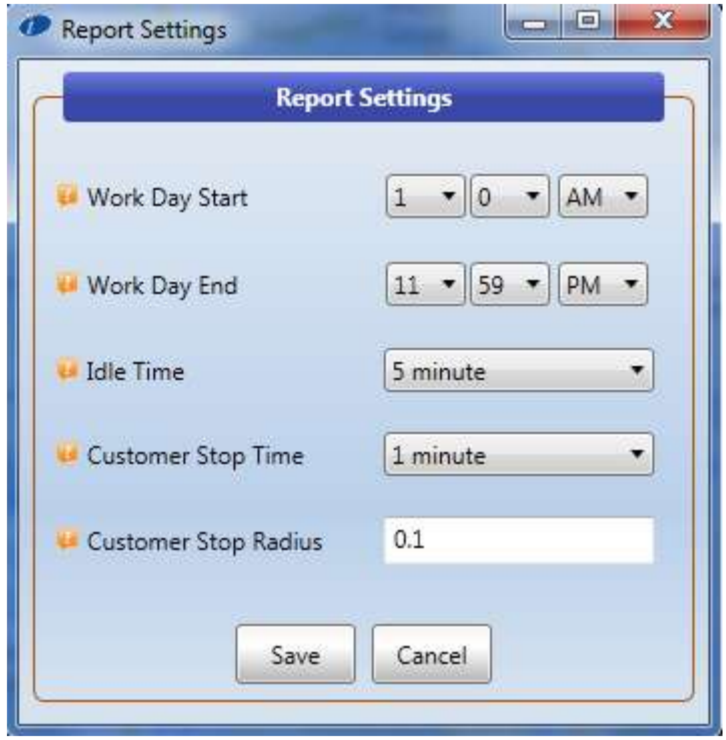


To edit a shift:

1) Click Setup -> Shifts
2) Double click on a shift
3) Select the day of the week (Weekday or Weekend) and a shift (First, Second, or Third)
4) Enter the Pay/Hour in units of USD
5) Adjust the start and end times for the shift if necessary
6) Click Save



Setting up Report Settings



The report settings allow the user to adjust the workday start and end times so that the reports are formatted properly. It also allows adjustment of a parameter called "Non-Moving Time". In other words, if a vehicle does not move for a certain number of minutes (5 minutes by default), the vehicle is considered as stopped or idle and will be reported as such. A setting of 5 minutes is typically sufficient to filter out delays from stoplights and traffic, but this can be adjusted if a greater threshold is required.

Customer activity report captures amount of time a vehicle stop at a customer by customer name in the address book. There are two report settings needs to be configured for customer activity report. Both of these conditions have to meet before the data is logged in the customer activity report.

Customer stop time is the time span of time a vehicle needs to be stopped at a customer location before it logs the stop in the customer activity report. This is to avoid short stop or passing customer location.

Customer stop radius determines the size of the customer location. A 0.1 customer stop radius creates a 0.1 mile virtual fence around a customer address and if a vehicle enters this virtual fence it will show in the customer activity report.

To adjust the Report Settings:

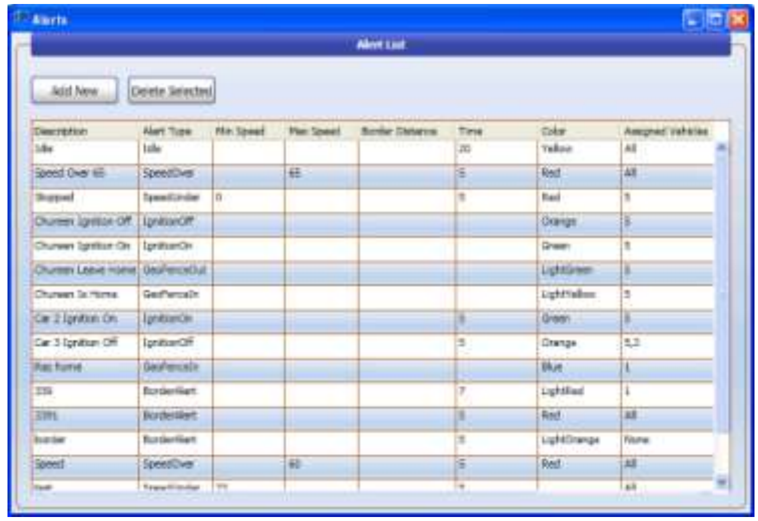
1) Click Setup->Report Settings
2) Adjust work day start and end times as necessary
3) Adjust the Idle time as necessary
4) Adjust the customer stop time and customer stop radius for customer activity report.
5) Click Save

Setting up Alerts

Alerts can be triggered on certain events such as a vehicle idling too long, moving too fast/slow, moving inside/outside a geographical boundary (geofence) or when the ignition is on/off. These alerts will be color coded in the reports and can trigger an email or test message.

To view the existing alerts:

1) Click Setup->Alerts
2) Double click on an alert
3) The list can be sorted by double-clicking on the column header

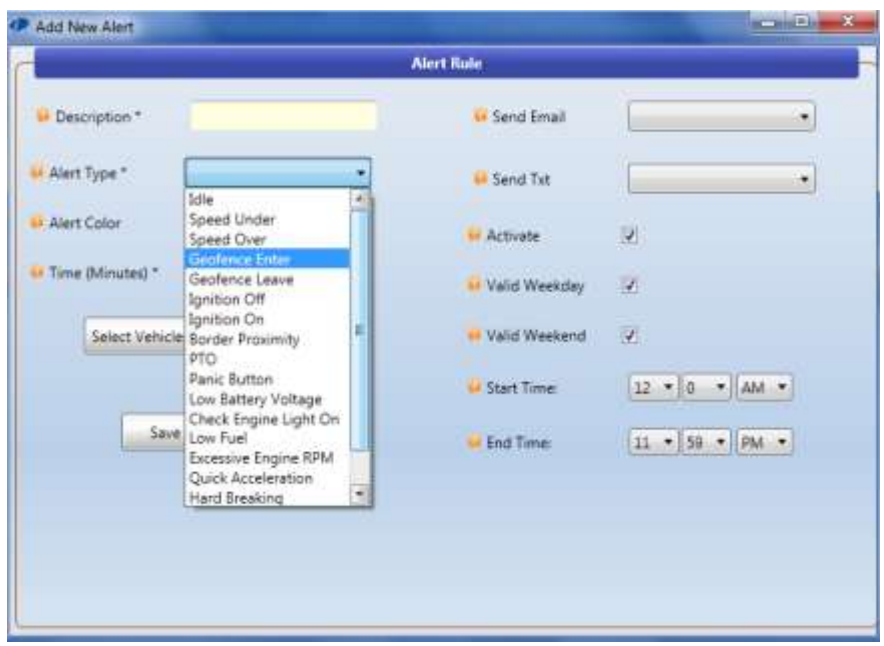


An Alert may be either active or inactive. An inactive alert will not send a notification message when the triggering threshold is reached. In the following example, there are 11 alerts currently active.

When an alert is deleted, it only removes the alert from the alert list, it does not affect the data associated with it.

To add a new alert:

1) Click Setup->Alerts
2) Select Add New
3) Edit the parameters as defined above
4) Click Save



The parameters for each alert are defined as follows:

Description	The name that is given to the alert in the alert list.
Alert type	Drop down list of alert types including idling, speed, geofence, ignition and…..
Idle	Alert for excessive idling, once this alert is select user needs to select the idle time need to reach before an alert sent.
Speed Under	Set a low speed threshold, for this alert enter the speed and time (how long vehicle has to be at this speed before alert is triggered)
Speed Over	Set high speed threshold, for this alert enter the speed and time (how long vehicle has to be at this speed before alert is triggered)
Geofence Enter/Leave	Selects the geographical boundary (geofence) that has been previously defined. This will not be visible if not applicable.
Ignition on/off	Alert for ignition turned on/off
Border proximity	Alert when vehicle is near state border
PTO	Alert when PTO (Power Take Off) unit is engaged. Or when vehicle is on PTO
Panic Button	Alert when panic button is pressed
Low battery voltage	Alert for low battery for low battery voltage (Only for Track 2000 devices)
Check engine light on	Alert when check engine lights comes on (Only for Track 2000 devices)
Low fuel	Alert for low fuel (Only for Track 2000 devices)
Excessive Engine RPM	Alert when vehicles has excessive RPM (Only for Track 2000 devices)
Quick Acceleration	Alert for Quick acceleration (Additional parameter needs to be set for this alert to work)
Hard Breaking	Alert for hard breaking (Additional parameter needs to be set for this alert to work)
Power Disconnect	Alert when power is disconnected from the device.
Alert color	The color of the alert in the reports.

Speed	The speed for the alert in MPH. This will not be visible if not applicable.
Time	The time for the alert in minutes. This will not be visible if not applicable.
Select vehicles	This button opens a box that allows the user to select certain vehicles that the alert applies to. If the alert applies to all vehicles, then check the box “Include All Vehicles”.
Send email	When the alert triggers, an email is sent to the user selected here.
Activate	When this box is checked, the alert is active and will trigger. If this is not checked, the alert will not trigger.
Send txt	When the alert triggers, a text message will be send to the user
Valid weekend/ Valid weekdays	A alert that is only valid on the weekends. Valid weekdays needs to be unchecked and vice versa if valid weekdays only
Start/end time	Timeframe in which alert should trigger during the day

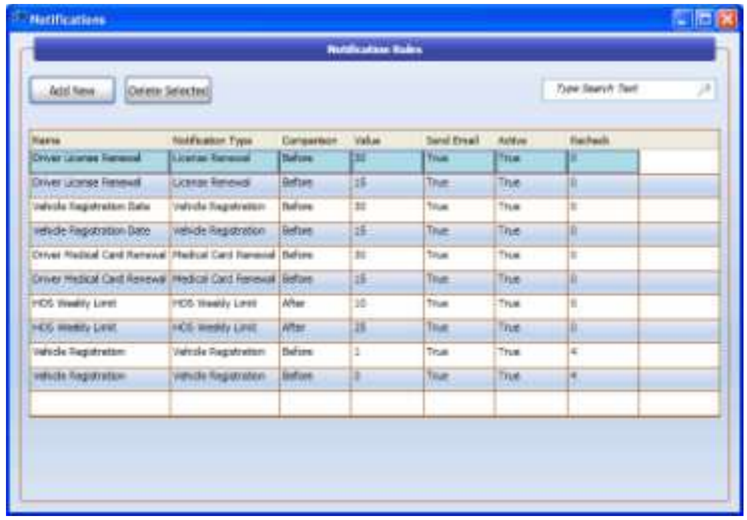
Setting up Notifications

The Notifications feature allows you to receive advance notification of upcoming events, such as vehicle registration renewal, driver's license expiration or Hours of Service limits.

To create a Notification:

1) Click Setup > Notifications. The Notification list will be displayed

2) Select Add New from the Notification List. Enter the notification criteria in the Add New Notification window.



The Value text box is used to specify the when the notification is to be sent in relation to the date of the event

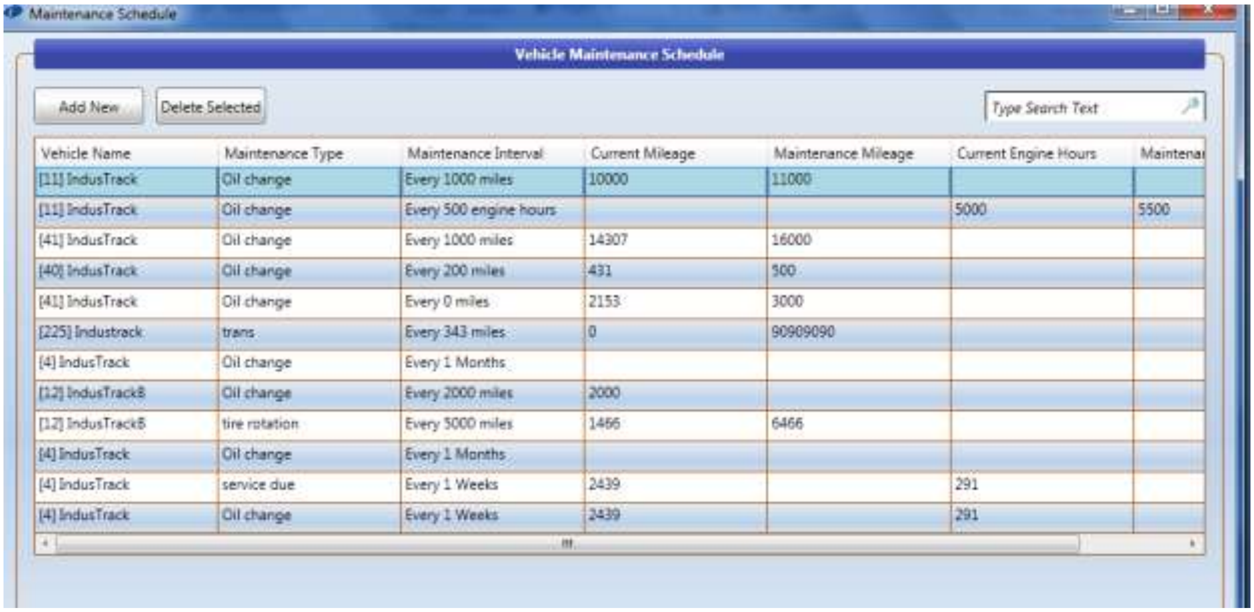
Example; for a License Renewal type of notification, entering 30 into the value field will send a notification 30 days in advance of the license expiration date

Notifications may be enabled or disabled by checking or clearing the Activation box as appropriate. Save the notification when completed

Setting up Maintenance Schedules

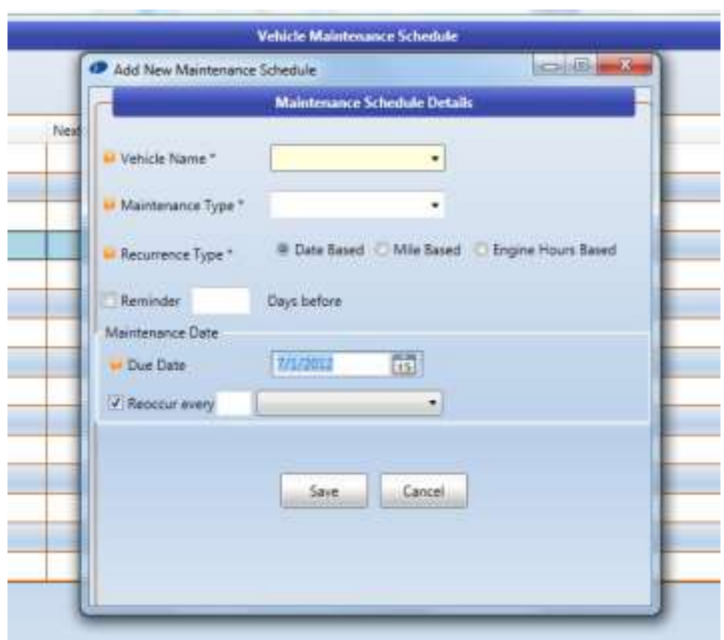
iTracker allows you define maintenance schedules for each vehicle and receive notification when that maintenance is due.

NOTE: A vehicle or equipment can have different type of reminders for same or different dates.



Vehicle Name	Maintenance Type	Maintenance Interval	Current Mileage	Maintenance Mileage	Current Engine Hours	Maintenai
[11] IndusTrack	Oil change	Every 1000 miles	10000	11000		
[11] IndusTrack	Oil change	Every 500 engine hours			5000	5500
[41] IndusTrack	Oil change	Every 1000 miles	14307	16000		
[40] IndusTrack	Oil change	Every 200 miles	431	500		
[41] IndusTrack	Oil change	Every 0 miles	2153	3000		
[225] Industrack	trans	Every 343 miles	0	90909090		
[4] IndusTrack	Oil change	Every 1 Months				
[12] IndusTrack8	Oil change	Every 2000 miles	2000			
[12] IndusTrack8	tire rotation	Every 5000 miles	1466	6466		
[4] IndusTrack	Oil change	Every 1 Months				
[4] IndusTrack	service due	Every 1 Weeks	2439		291	
[4] IndusTrack	Oil change	Every 1 Weeks	2439		291	

To create a maintenance schedule:



1) Click Setup > Maintenance Schedule. The maintenance Schedule page will be displayed

2) Select Add New from the Maintenance Schedule and choose the desired vehicle name from the drop down list.

3) Select Maintenance type or just simply enter maintenance type (Tire rotation, oil change, inspection……). Once the maintenance type is entered it will retain it for next time.

4) Choose the recurrence type for reminders, which can be based on date, miles, or engine hours. For mile and engine hour based current mileage/engine hours will automatically be displayed.

NOTE: The initial or current miles/engine hours can be adjusted by editing a vehicle. See add vehicle section.

For date based reminder select the reminder date, if it is recurring check the recurrence every box and enter the recurrence frequency weekly, monthly, or yearly.

For Miles based enter due mileage, set reoccur if this is reoccurring reminder. In the reoccur every, enter the miles the reminder needs to be sent again. Check the reminder box and enter how many miles before the due miles a reminder needs to be sent. In the screenshot above. The current miles are 2668 and tire rotation is due at 3000 miles, 50 miles prior to 3000 miles a reminder will be sent. The reoccurrence is set for 3000 miles to receive a reminder. Reminder will be sent at 2950 miles.

For Engine hour based enter due engine hours, set reoccur if this is reoccurring reminder. In the reoccur every, enter the engine hours reminder needs to be sent again. Check the reminder box and enter how many engine hours before the due engine hours a reminder needs to be sent.

Select Save

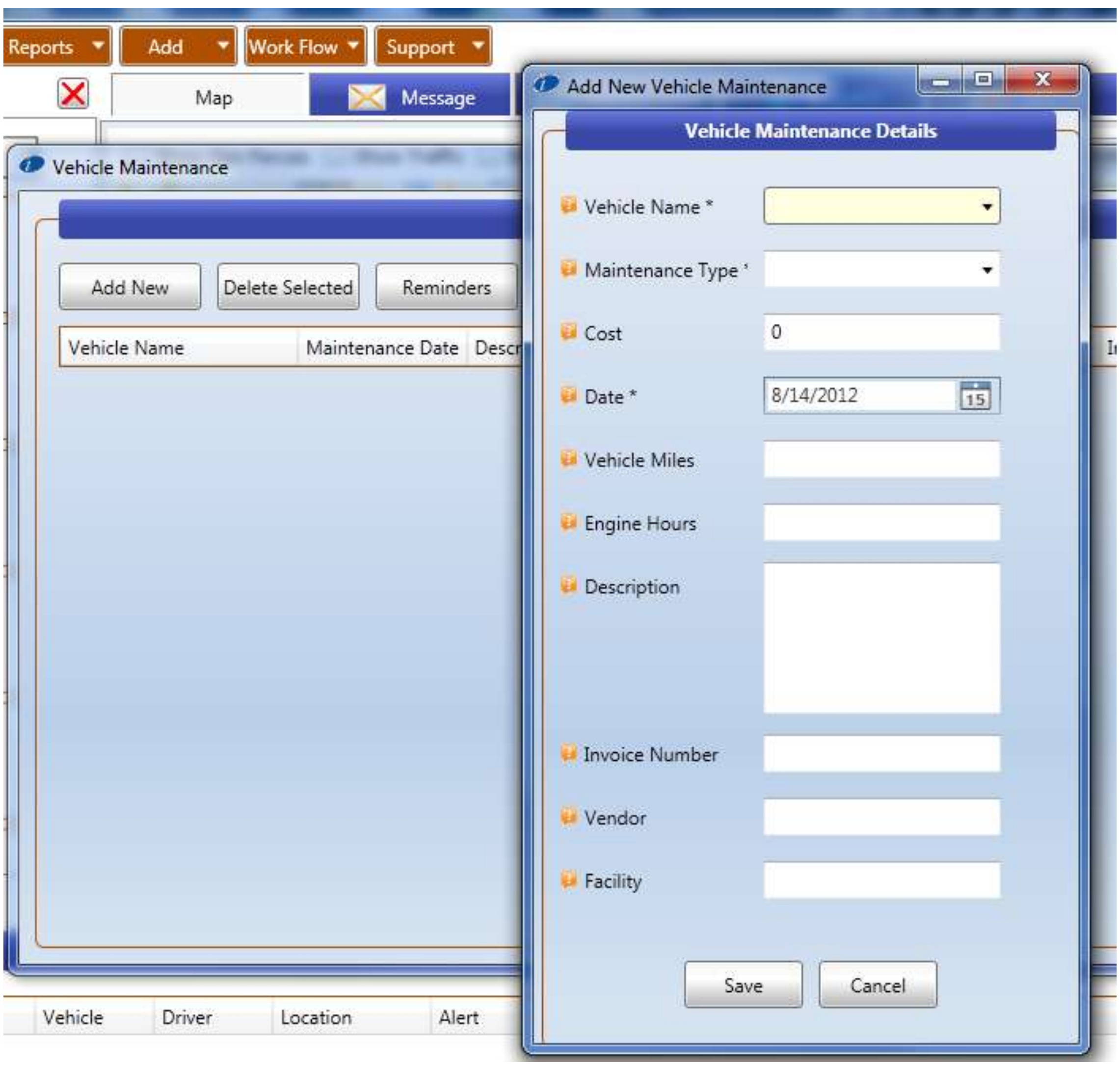
To edit or view the maintenance schedule for a particular vehicle, double-click on the row in the Maintenance Schedule window that contains the desired vehicle

Adding Maintenance Records

After maintenance has been performed on a vehicle, update the records by performing the following:

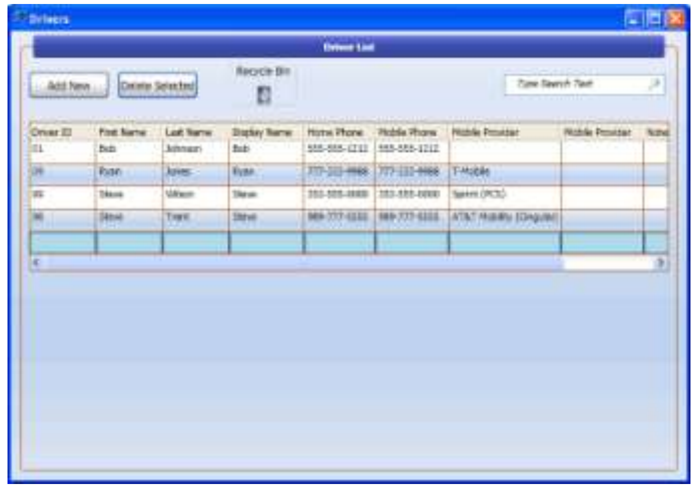
1) Add -> Add Vehicle Maintenance
2) Click add new
3) Select vehicle from the drop down menu
4) Select maintenance type from the drop down. If there is no option simply enter the maintenance type. Example of maintenance types are Oil change, Tire rotation
5) Date should be set for today, otherwise select the date.
6) Current engine hours and mileage should be populated automatically. If you are adding records for past events adjusted the numbers accordingly.
7) Add any description

Fill out the optional invoice number, vendor, facility



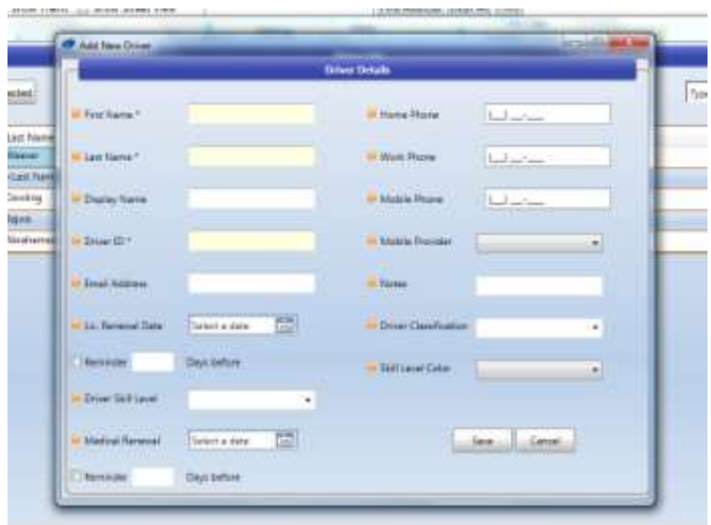
Adding Drivers

A driver is an individual that is assigned to a particular vehicle. Although not mandatory, assigning a driver to a vehicle helps with reporting and management activities. In addition, text messages can be sent to a driver/vehicle from ITracker for instant alerts.



To add a driver:

1) Click Add->Add Drivers. The Drivers List will be displayed.
2) Click Add New
3) Enter all contact information
4) Enter Driver Number. This is any unique numerical ID that will be assigned to that driver. Please note once the driver ID is assigned it cannot be changed.
5) Select the Cellular Provider of the driver's phone. This is important to ensure reliable messaging between ITracker and the driver's cell phone.
6) Select the date for driver license renewal date
7) Select skill level
8) Select the date for driver medical card renewal date
9) Assign driver classification
10) Assign driver skill level
11) Add any optional notes
12) Click Save



Editing a driver

1) Double-click on the driver in the driver list.
2) Make the necessary changes (Please note driver ID cannot be changed)
3) Click Save.

Deleting a driver

If a driver is deleted, ITracker removes it from the driver Group along with the messages and alerts that it is associated with. This can be done only by clicking the delete selected

button. Once the driver is deleted it goes to the recycle bin. If a driver is mistakenly deleted it can be restored from the recycle bin.

Adding Geofences

A geofence is a geographical boundary around which events and alerts can be triggered. For instance, a geofence can be created around an address, given a certain radius, and trigger an email or text notification when a vehicle enters or leaves that boundary. Geofences can either be defined as a circular with an address at the center and a given radius or a polygon shape drawn freehand on a map.

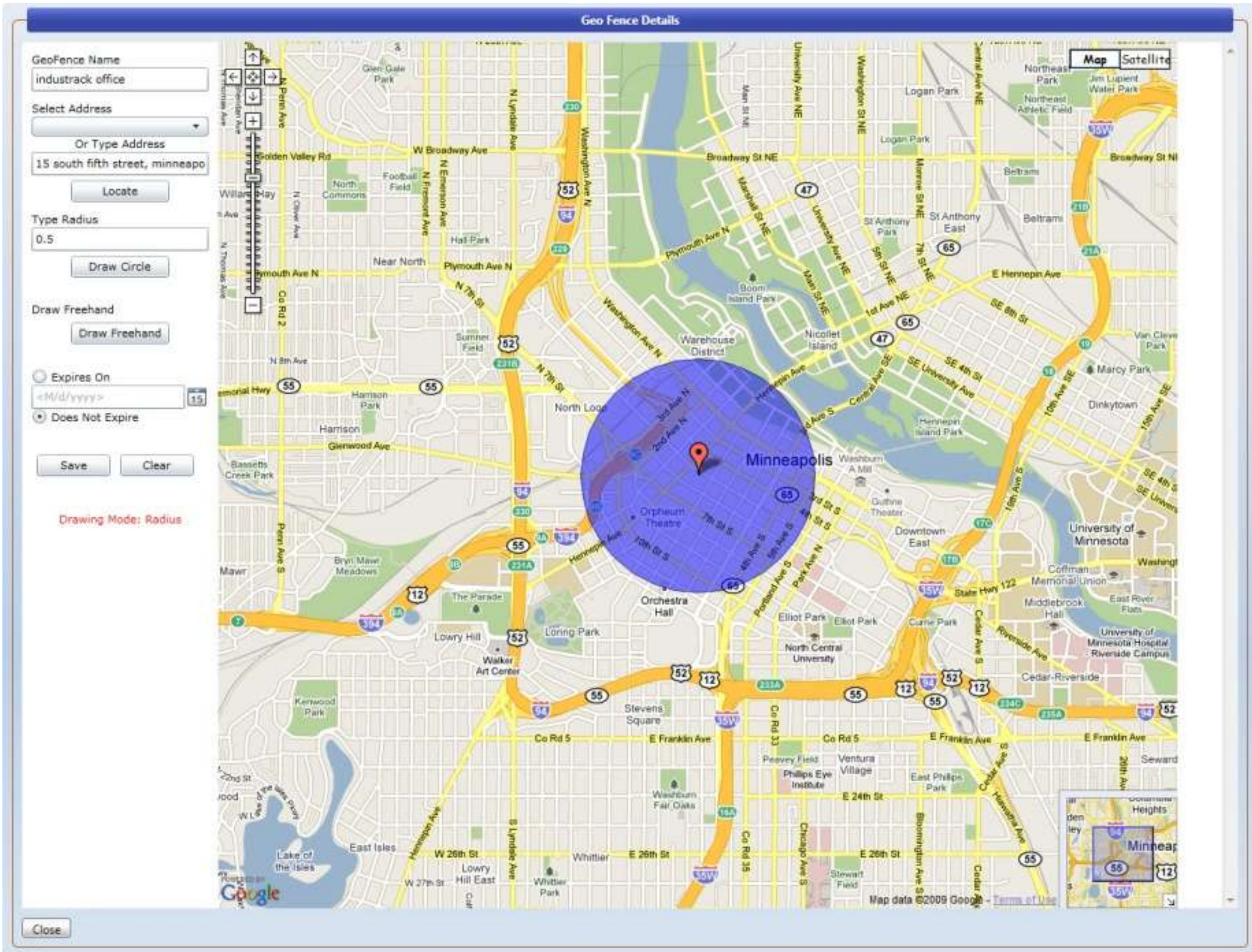
To create a new geofence: Click Add menu button

1) Click Add New
2) Enter a name for the Geofence
3) Select an address from the drop down menu (taken from the address book) OR type the complete address.
4) Select optional color (by default it will be blue)
5) Click locate (This will find the address on the map and center the map on that address).
6) Use the zoom function to zoom in and out or switch to satellite view.

Circular Geofence

7) To create a circular geofence, type the radius in the radius box. Typing .5 in that box will create a half mile geofence around that address.
8) Select the optional expiration date and press save.
9) A pop dialog will show letting you know the geo fence is created
10) If the geofence should expire on some date along with the associated alerts, click the Expires On button and select a date with the calendar button.
11) Click close

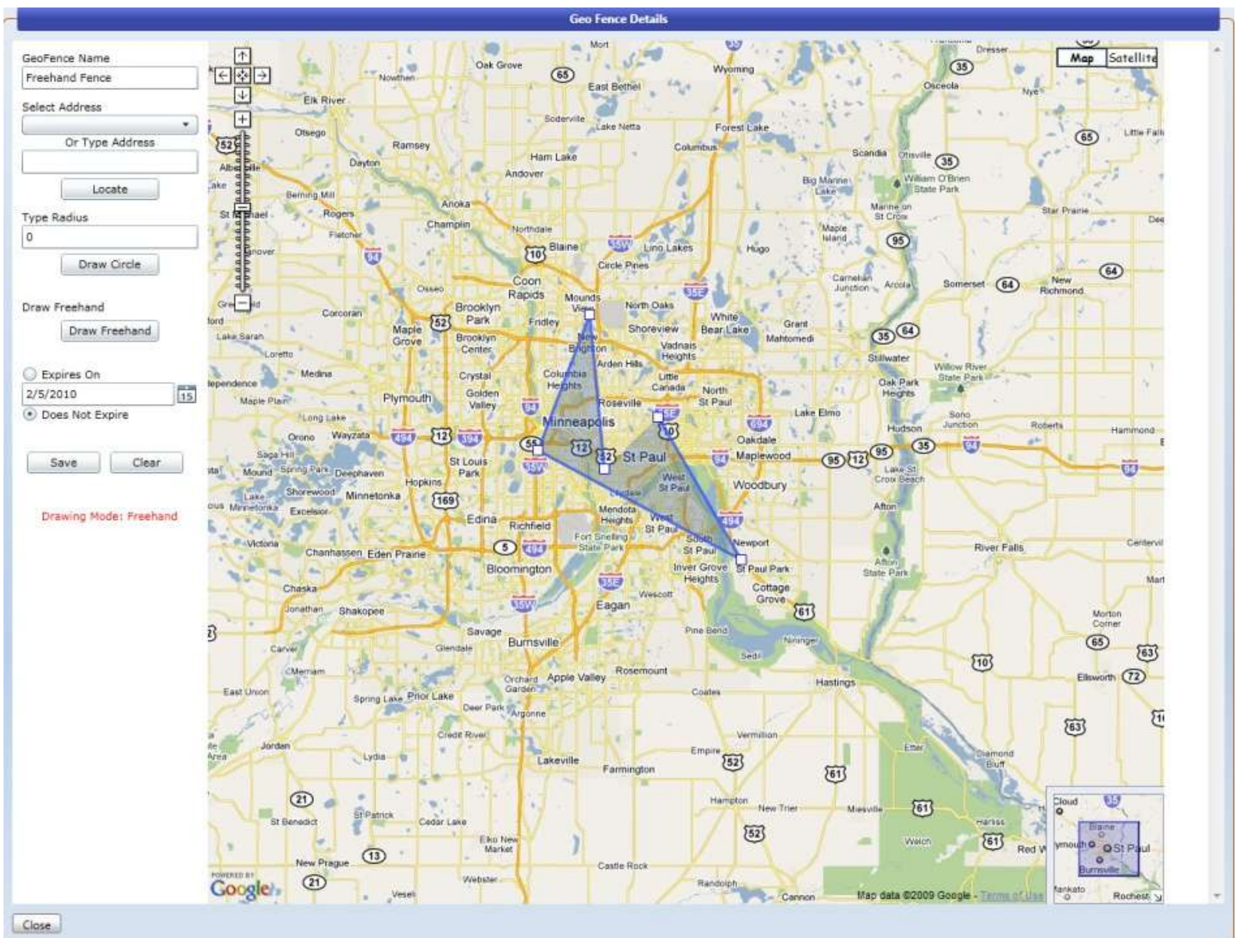
In the following example, the geofence was created using the circular method.



Freehnad Geofence

12) To create a freehand geofence, Follow step 1 to 3.
13) Press freehand button
14) Click on the map where you want to start the geofence.
15) Click on the map for second point, click for the third point and a triangle will appear, click the 4th time on the map to see a square.
16) If the geofence should expire on some date along with the associated alerts, click the Expires On button and select a date with the calendar button.
17) Click the close button to close the window.

In the following example, the geofence was created using the freehand method.

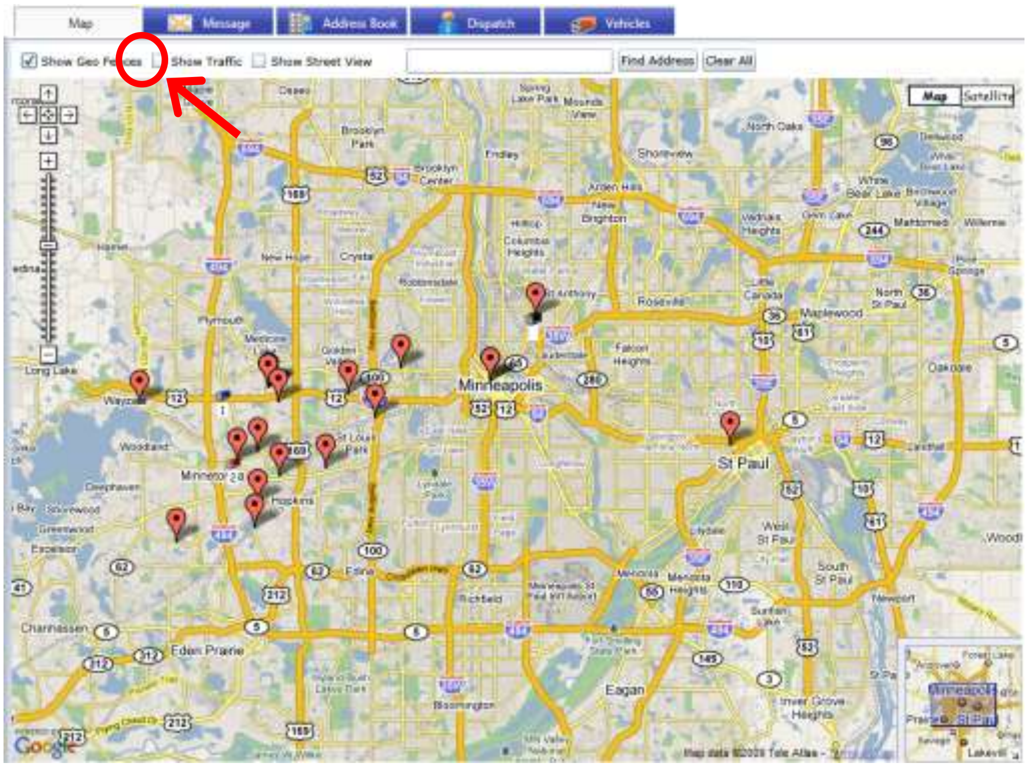


Displaying and Editing Geofences

To display all of the geofences on the main map, check the box labeled Show Geofences on the upper left corner of the map.

You can display a list of existing geofences by clicking Add->Add Geofence. You can edit any of the geofences by double clicking any of the entries.

Deleting a geofence will not remove any addresses or jobs that were associated with it.

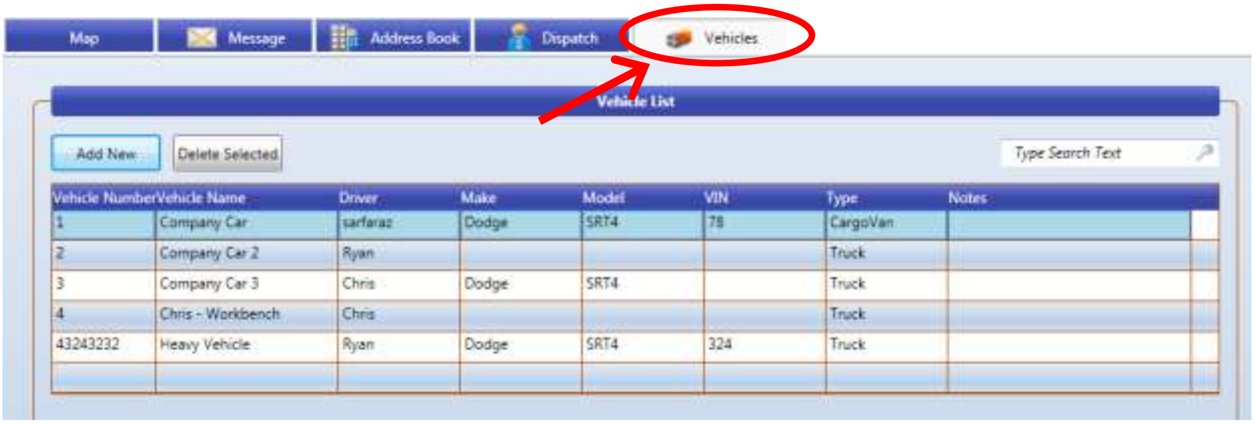


Adding Vehicles

Creating a vehicle in iTracker will assign certain critical vehicle information such as vehicle type, driver, VIN, costs, etc to a vehicle name of your choosing. This vehicle can then be assigned to a tracking device (see the

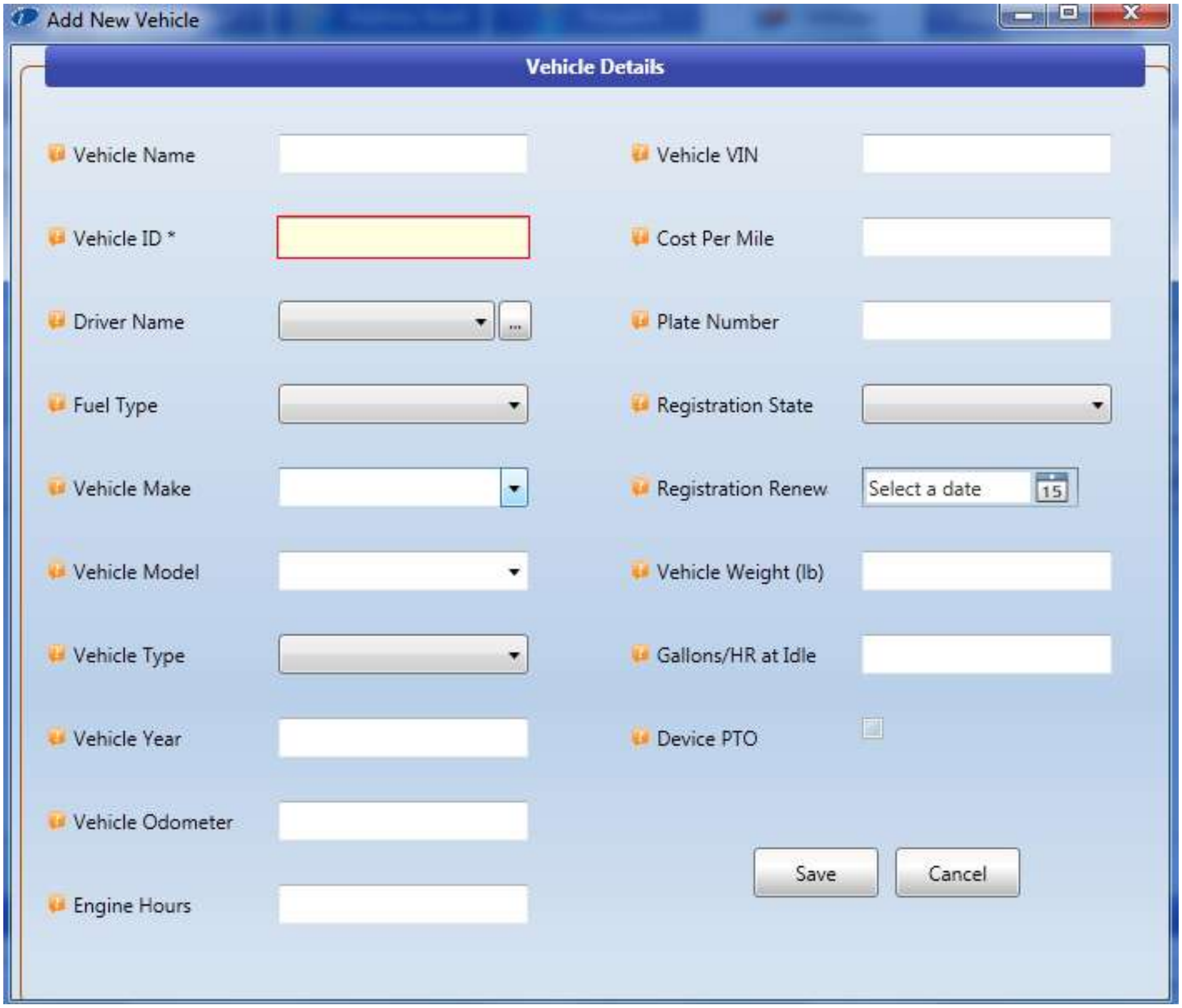
Setting up the *Devices* section). A vehicle can be added even if it is not associated with any tracking device.

To view the list of vehicles click the Vehicles tab above the main map.



To add a new vehicle:

1) Click on the Vehicles tab above the main map.
2) Click Add New. The Add New Vehicle Screen will be displayed.



3) Enter a Vehicle Name. This should represent the common name used to identify this specific vehicle within your fleet. This is the name that will be referenced in other configuration settings (such as when assigning a device to a vehicle) as well as in the reports.
4) Enter a Vehicle Number. This is a unique identifier given to that vehicle and can be any unique number of your choosing.
5) (Optional) Select a Driver Name from the drop down list. The driver names will be taken from the list of drivers previously defined (see the Drivers section).
6) (Optional) Enter a Vehicle Make, Model, and Year. You can enter new information into these fields or select from the previously entered makes and models. Note that if you enter new information into these fields, they will show up in the drop down list automatically in the future.
7) Vehicle type selects the icons to display on the map.
8) Vehicle odometer at time of installation. This will be used to track the maintenance schedule. If nothing is entered system will start at 0.
9) Engine hours at time of installation. This will be used to track the maintenance schedule. If nothing is entered system will start at 0.

10) (Optional) Enter a Vehicle VIN (Vehicle Identification Number).
11) (Optional) If there is a unique cost/mile associated with this vehicle, enter a Cost Per Mile in units of USD. Adding a value to this field will override the default entry made under the Expense setting for that specific vehicle.
12) (Optional) Enter vehicle plate number
13) (Optional) Choose the registration state
14) (Optional) Choose when the registration expires. Once the expiration is set, an automatic reminder will be sent 30 days prior to the expiration.
15) (Optional) Enter vehicle weight. This will be require for quick acceleration/hard breaking
16) (Optional) Enter fuel consumption for every hour of idle time. For example if 1 is entered this is standard. This means that for every hour of idle time vehicle burns a gallon of fuel. The fleet summary report captures that data.
17) Click Save

Editing a vehicle

1) Double-click on the driver in the vehicle list.
2) Make the necessary changes (Please note vehicle ID cannot be changed)
3) Click Save.

Deleting a vehicle

If a vehicle from the list is deleted, ITracker removes it from the Vehicle Group along with the messages and alerts that it is associated with. This can be done only by clicking the Delete Selected button. Sorting of the list is done by double-clicking on the column header.

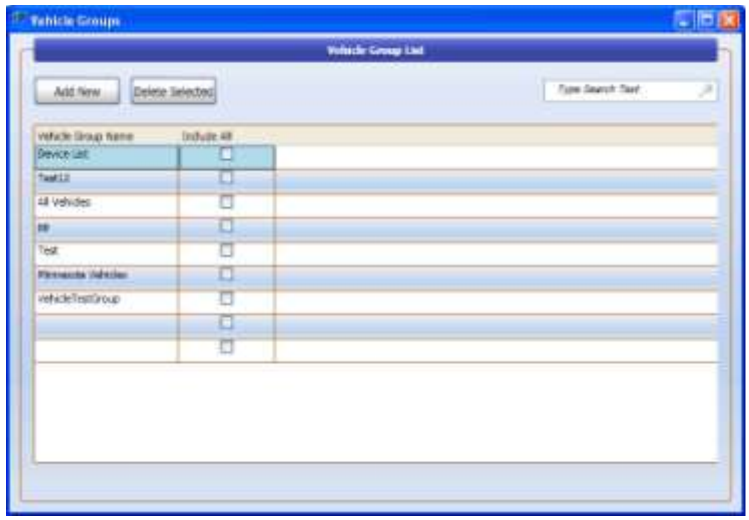
Adding Vehicle Groups

Creating a vehicle group allows the user to conveniently perform operations (such as messaging) based on a group of vehicles that have a common purpose or function.

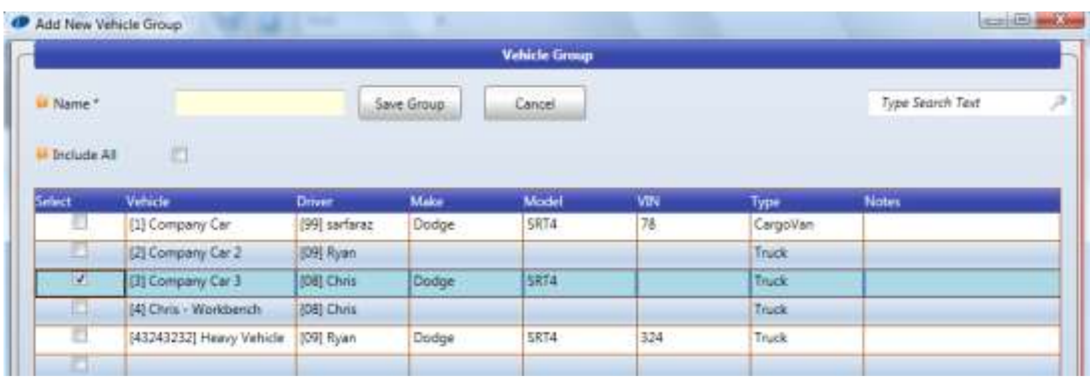
NOTE: A vehicle group is required if the automatic reporting needs to be created for more than one vehicle.

To add a vehicle group:

1) Click Add->Add Vehicle Group. The Vehicle Group List will be displayed.
2) Click Add New
3) Enter a name for the vehicle group
   Select the check boxes next to each vehicle that you want to assign to that group
4) Click Save Group



A user can also create an "all vehicles" group by selecting the Include All checkbox.



Deleting a vehicle group does not delete the individual vehicles that make up that group.

Adding Fuel Receipts

Fuel purchases for each vehicle can be recorded by the iTracker system, allowing you to always have an accurate cost of operation. Add fuel receipts by performing the following:

1) Click on Add> Fuel Receipts. The Receipts List will be displayed
2) Select Add New to open the Add Receipt window
3) Enter the purchase details
4) Select Save when finished.

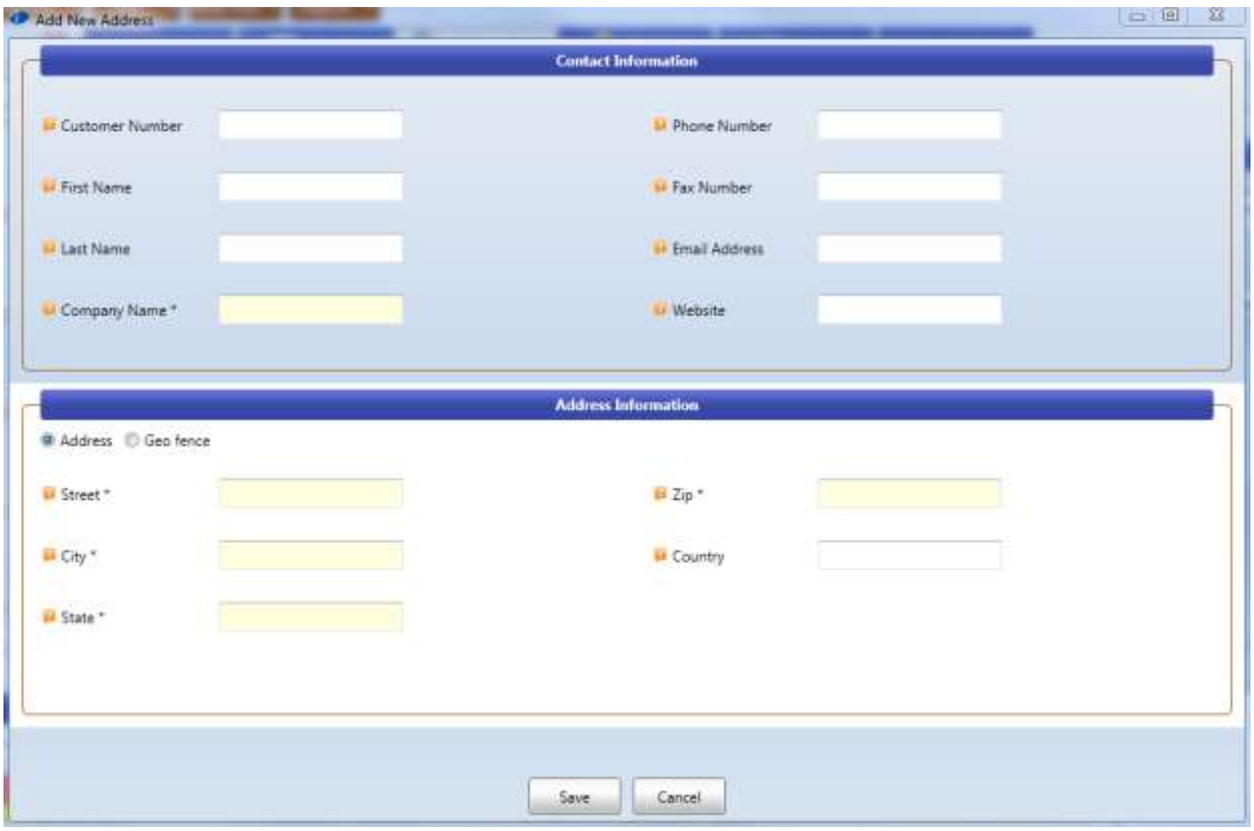
Adding Address Book

The address book defines customer locations around which geofences can be created and to which jobs can be created and a driver dispatched. There are two different ways to add the address book.

1) Click Add -> Add New Address
2) Click on the Address book tab on the main window

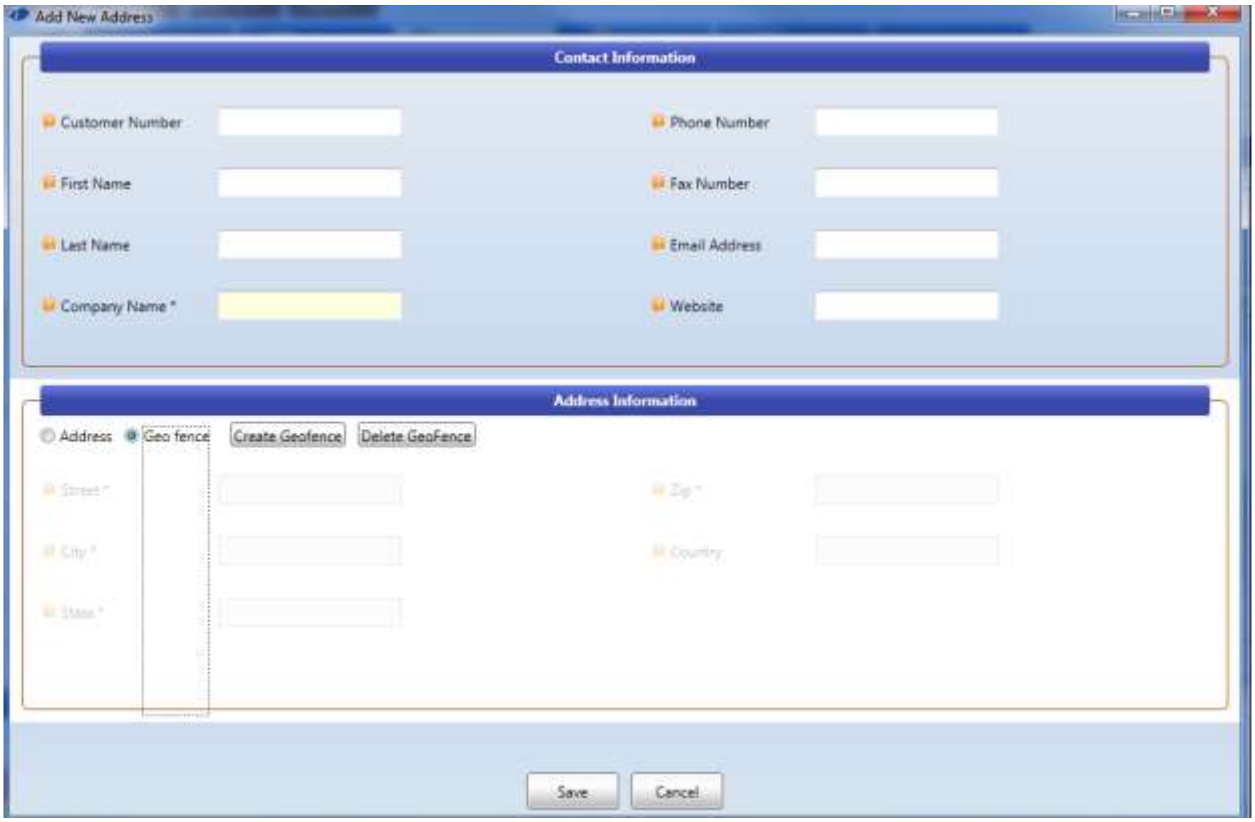
Create a new customer and/or job site:

3) Click Add New
4) Enter a Customer Number. This is simply a unique identifier for that customer.
5) Enter all contact information including names, phone numbers, addresses, etc.
6) Click Save



Create a new customer and/or job site if physical address is not available:

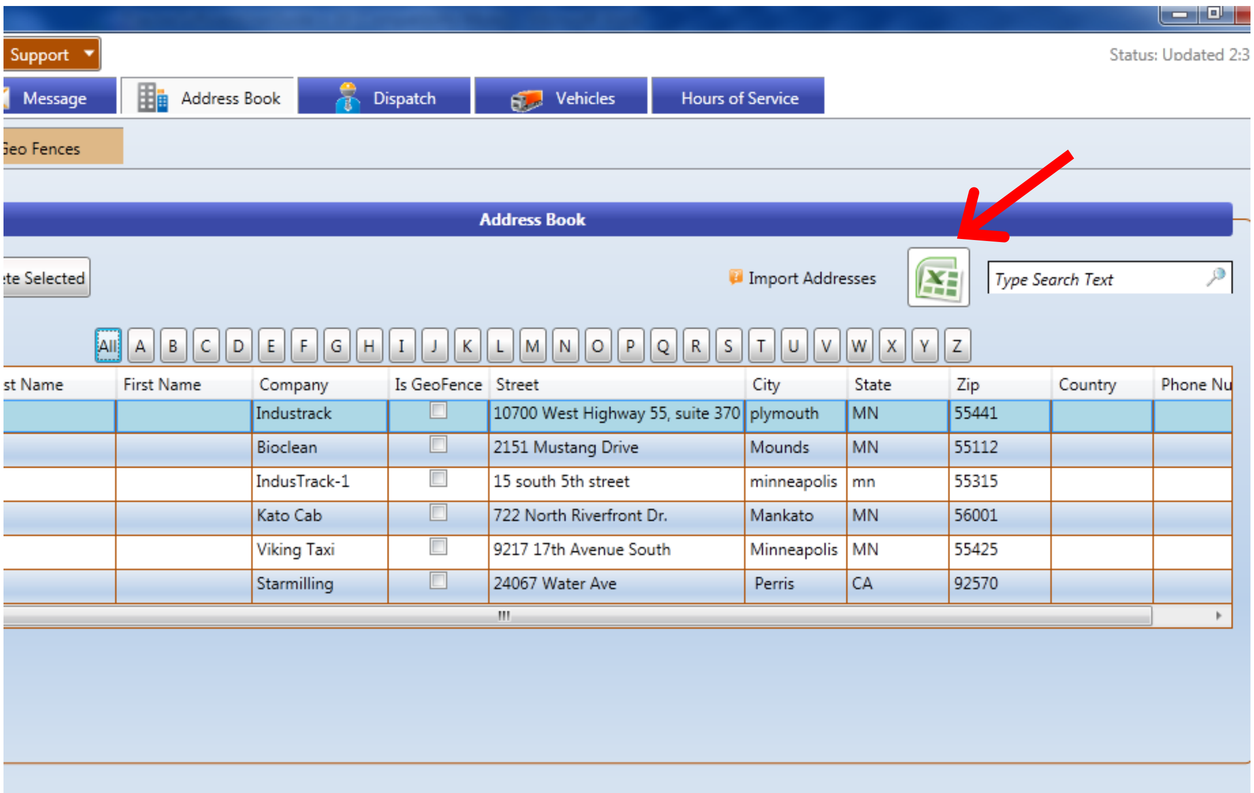
1) Click add new
2) Enter a Customer Number. This is simply a unique identifier for that customer.
3) Choose Geofence radio button.
4) Click create Geofence
5) Create a Geofence (See the section on how to create a Geofence)
6) Click save



The easiest way is to import the Address Book using our import function.

1) Click on the excel button
2) Navigate to the address book
3) Click ok. The import process will start
4) The process can take a while depending on the size of the file

The import file needs to be formatted based on our template. Please see the template section for address book import.



Dispatching

On the main map window, click on the dispatch tab to access the dispatching features. There are three sub tabs under dispatching; routing, scheduling, and live dispatching. All these tabs are explained in this section. A user has the ability to create a route and dispatch it to the vehicle either by printing or sending it to Garmin Nuvi device.

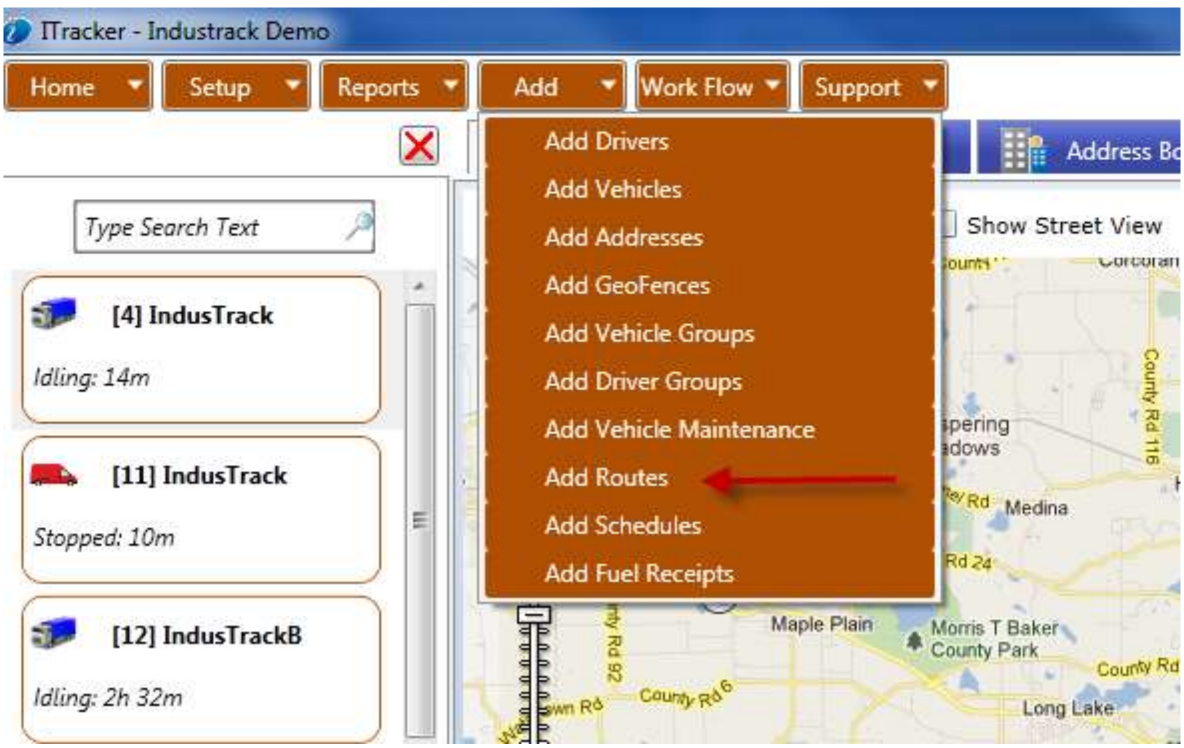
Creating Routes

This feature will create a route with a multiple stops, which can be assigned to a vehicle using the schedule.

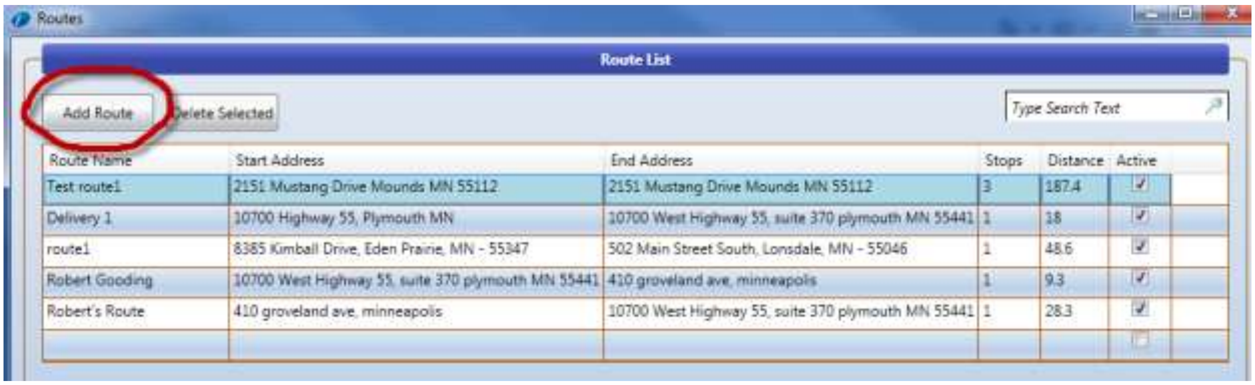
THERE ARE TWO STEPS TO ROUTING VEHICLES. STEP 1 IS TO CREATE ROUTE SHOWN HERE AND STEP 2 IS TO SCHEDULE THE ROUTE BY ASSISNGING IT TO DRIVER AND VEHCIELS SHOWEN NEXT.

A new route can be created by choosing add new route from the Add menu or going to dispatching tab and selecting route sub tab.

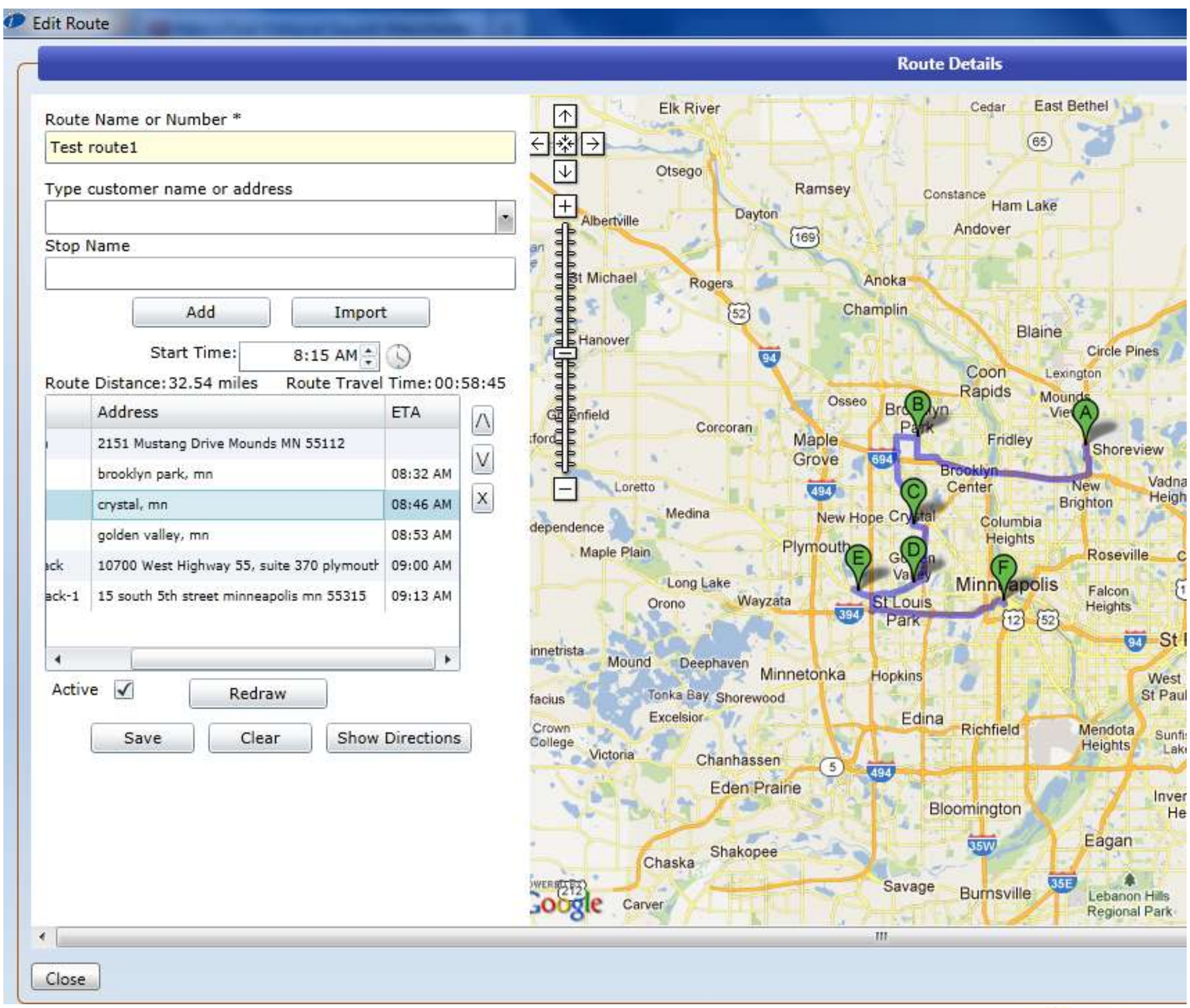
1) Click Add and choose Add Routes



2) Click on add Route, a new add screen will pop up



3) Add the route name. This could be any name or number.



4) If there are addresses in the address book, type first few letter of the customer name and press down arrow key. The customer name will pop up press add and the address will pop up in the route container below.

5) If this is a new address enter the complete address and provide the stop name in the box below, press add. (e.g on how to add the address 10700 west highway 55, Plymouth, MN)

6) Repeat step 3 or 4 to add additional stops

Stops can also be imported from a file simply press the import button and import using a .csv file.

Once all the stops are added select a start time to see when a vehicle will arrive at those stops.

PLEASE NOTE STOPS WILL BE ROUTED AS ENTERED. USE THE UP AND DOWN ARROW KEYS TO ADJUST THE ROUTE BASED ON REQUIRED ETA OR DISTANCE.

The up and down arrow button will move the stops and reroute on the map. The X button will delete the stops from the route.

Once stops are added and adjusted, click save and then close window. The route will appear in the route list.

A route can be edited if more stops needs to be added during the day or a stops needs to be deleted. Simply double click on the route and the route edit screen will open.

Importing Stops:

The stops can also be imported from software or program. First step is t download the import stop template from IndusTrack support website.

1. You can either cut and paste your entries into the template or make sure that your file looks exactly like the template.
2. Column name and column sequence needs to match.
3. All column needs to be in there even if there is no data leave the column empty.
4. Once the file is created, make sure to save the file is saved with .csv extension.
5. Click on add new route in the iTracker software.
6. Click Add new. Edit route window will pop-up.
7. Click on import-> Navigate file to be imported press open and data will start to import.
8. Once the import is completed all the stops will be shown on the map and also in the routed edit box. The route edit box can be used to move or delete the stops.
9. Choose a name for the route on the top and press save.
10. Press import button and navigate to the saved file to be imported.
11. A message will be pop-up confirming the route is created.
12. Press close.

PLEASE NOTE STOPS FOR ONLY ONE VEHICLE CAN BE IMPORTED AT A TIME. IN ORDER TO IMPORT FOR MULTIPLE VEHICLES USE SCHEDULE IMPORT:

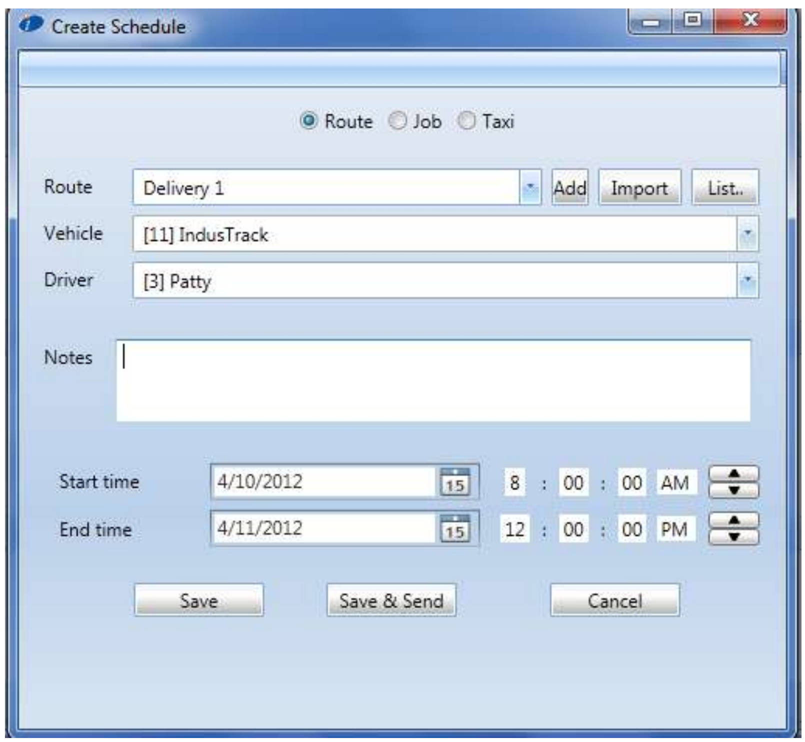
Creating Schedule

Scheduling is assigning either routes or customer address to driver/vehicle with data and time. There are three type of scheduling; based on routes, based on jobs, or taxi based. Access the new schedule screen go to add menu and choose add new schedule.

Scheduling a route

Once the route is created using the instruction above, next step is to assign the route/stops to a vehicle and driver. The following steps will do these assignments.

1) Click on Add menu and select add new schedule. Create schedule pop will appear.
2) The Route radio button by default is selected.
3) In the route column select the route by pressing the down arrow key in the route box. Select the route from the drop down. In this example test route 1 was selected.
4) Select the vehicle and driver
5) (Optional) Add notes
6) Select the start and end time and dates
7) Press save



List button : If a route is not shown in the drop down click on the list button to see all of the routes.

Add button: The add button opens add new route screen.

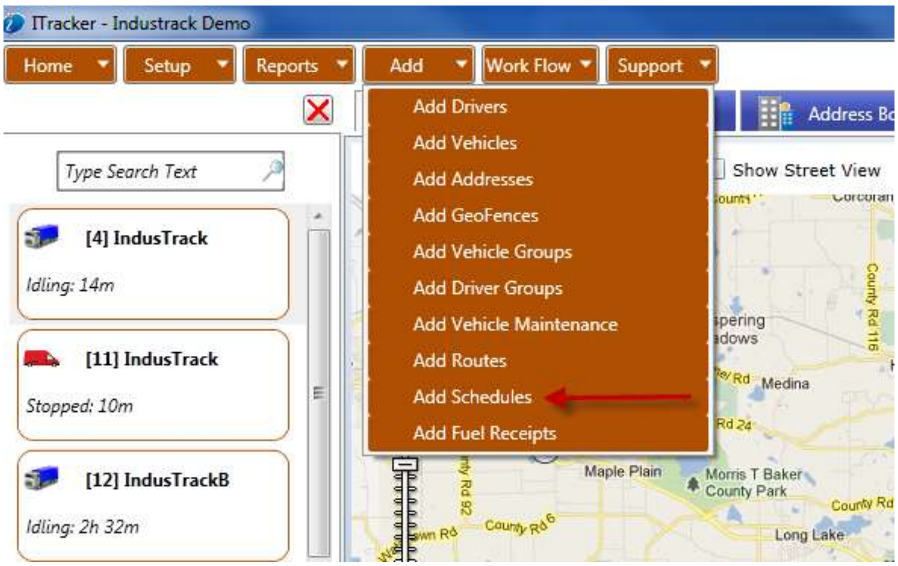
Import button: Allows importing to of stops.

Save & send button: If a Garmin attached pressing this button will send the routes directly to Garmin.

Scheduling a job

If the vehicle is going to one or two jobs a day, scheduling a job option can be used instead of creating routes.

1) Click on Add menu and select add new schedule



2) The screen below will pop up, choose job radio button

3) Select the address by pressing the down arrow key in the route box, if address is not listed click on the list button and all routes will be displayed

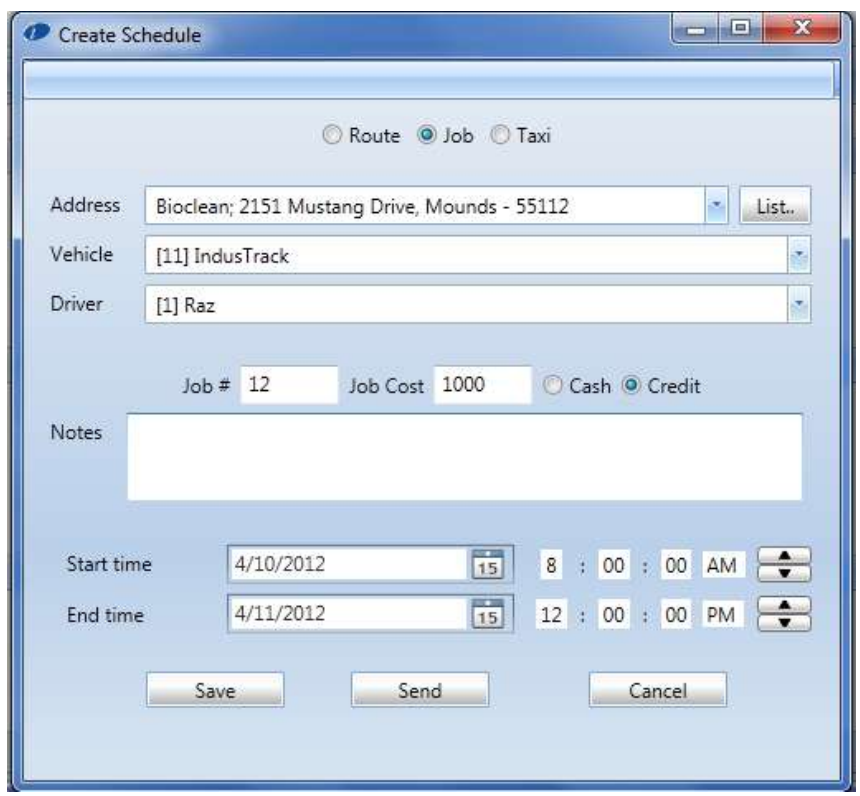
4) Select the vehicle and driver

5) (Optional) Job#, Job cost, and notes

6) Select the start and end time and dates

7) Press save

If you have Garmin attached, press send button.



Scheduling a taxi

1) Click on Add menu and select add new schedule

The screen below will pop up, choose taxi radio button

2) Select the pickup address by pressing the down arrow key in the route box, if address is not listed click on the list button and all routes will be displayed

3) Select the drop off address by pressing the down arrow key in the route box, if address is not listed click on the list button and all routes will be displayed

4) Select the vehicle and driver

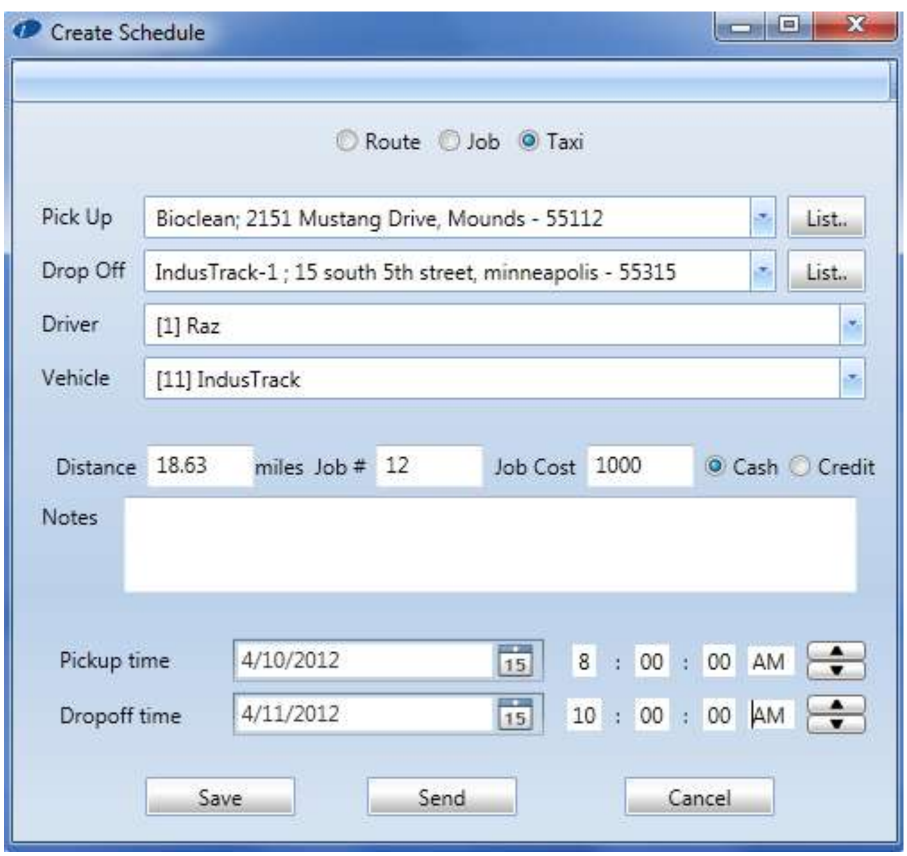
Distance will automatically pop up.

5) (Optional) Job#, Job cost, and notes

6) Select the start and end time and dates

7) Press save

If you have Garmin attached and need to send pickup and drop off address to Garmin, press send button.



Fleet Management

This section describes the ongoing fleet management operations available in ITracker and assumes all the steps in the Setup section have been completed.

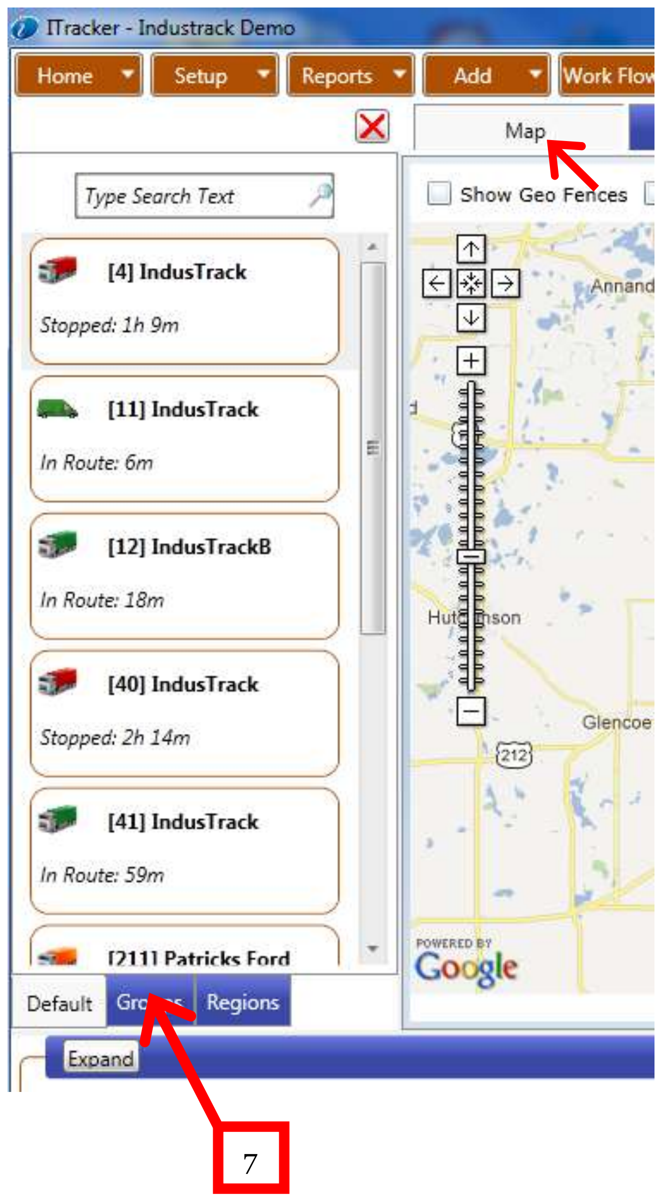
Map Navigation

The main map is displayed whenever iTracker is launched, to return to the main map from any other screen, click on the Map tab as shown .

1) The left nav bar shows all of the listed vehicles.
2) Status for each vehicle is displayed under the vehicle icon.
3) Different type of icons can be selected for the vehicles. (See add vehicle to change icons)
4) Each icon is color coded.

   Red= Stopped, Green= Vehicle is moving, Blue= Vehicle is idling, Orange= Vehicle is not sending data

5) To a search a vehicle simply type the same or vehicle number and the system will start filtering.
6) X button will close the navigation bar to see a full map view.
7) Groups and regions views are available. Simply select the groups tab. Now you can view each vehicle group.

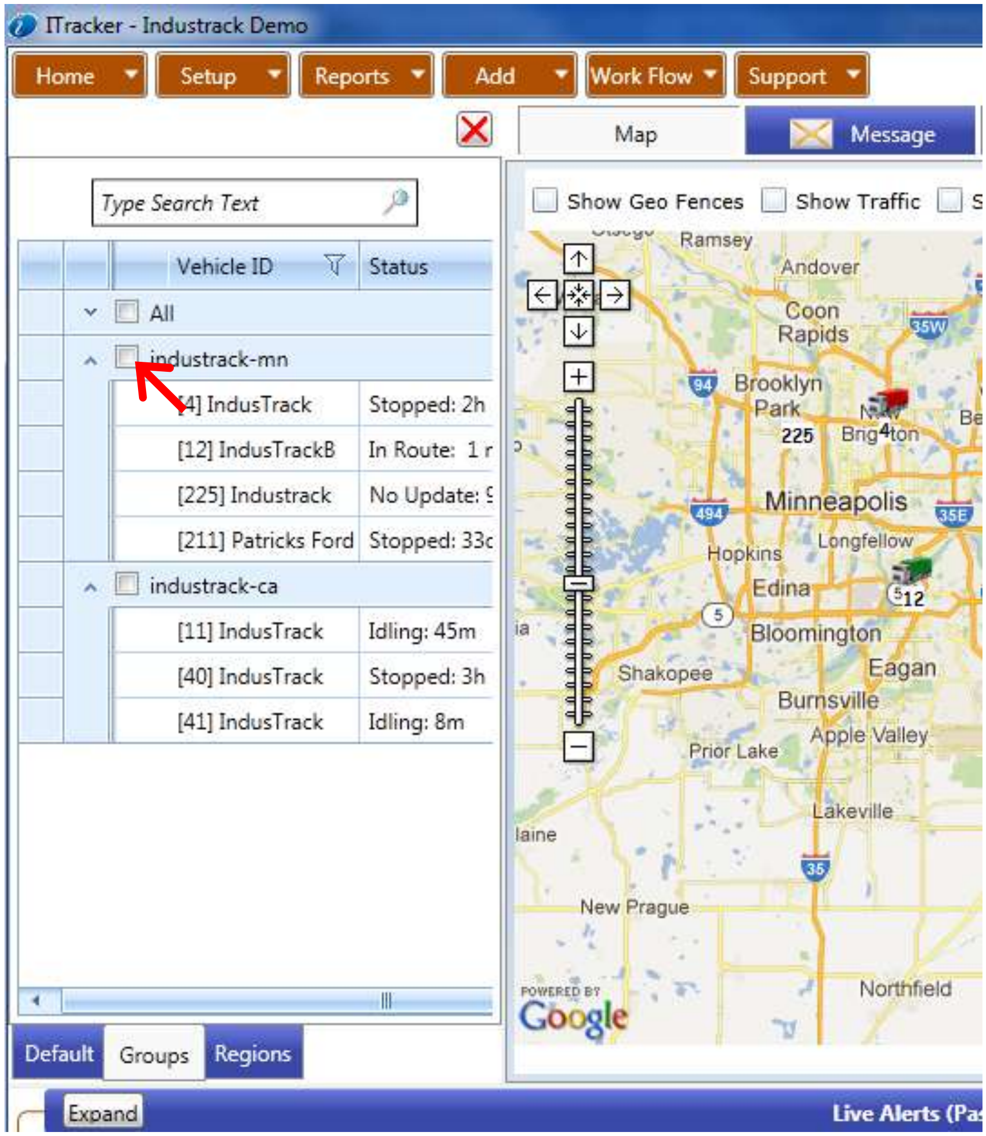


Group/Region View

1) Once the group view is selected the following screen is displayed

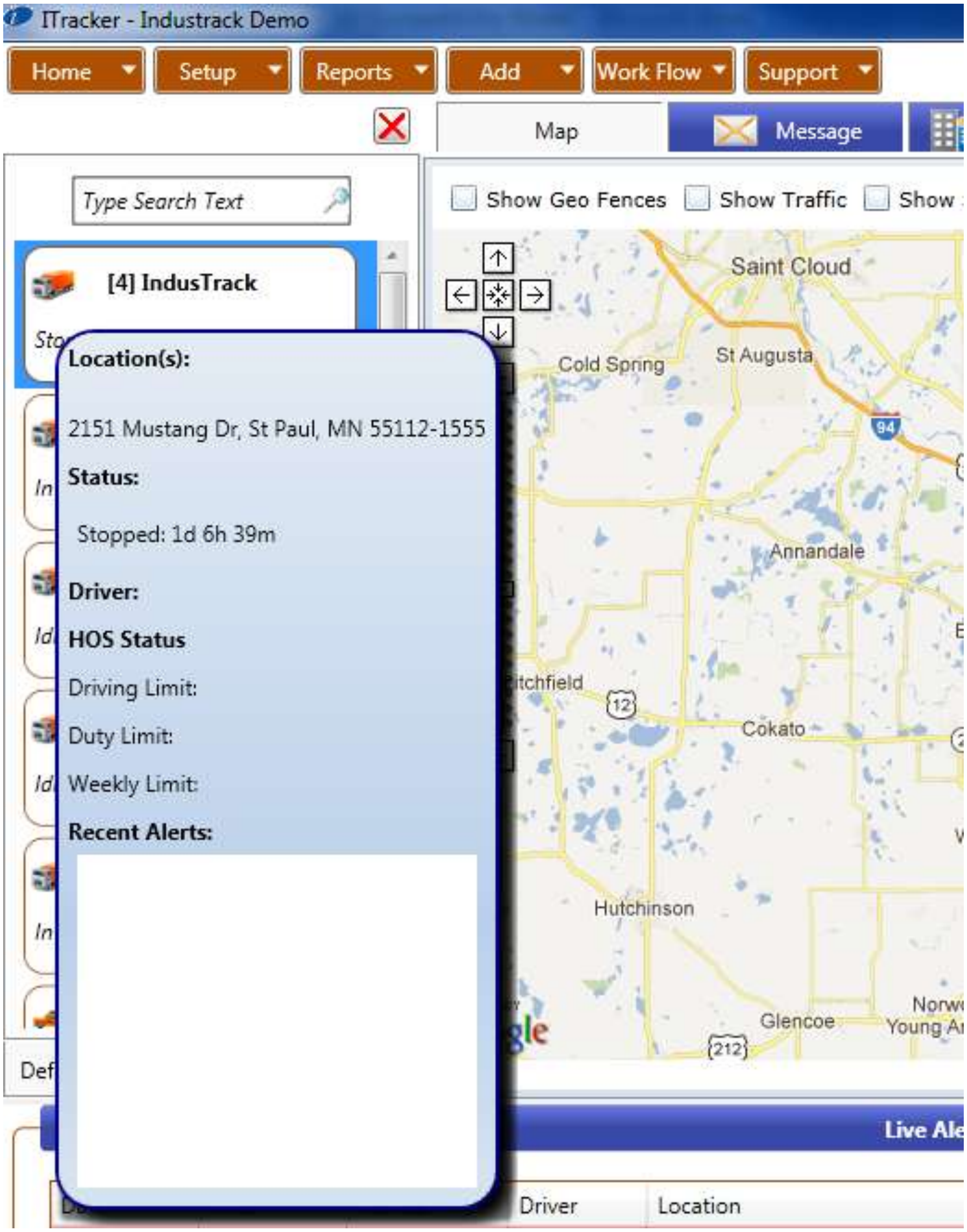
2) Clicking on the check box next to group name to only see the vehicles in that group on the map

Same process is applied for region views.



Vehicle Status

To find the vehicle status quickly, hover on mouse icon on top of the vehicle on the left nav bar.



Finding the vehicle on the map

Right click using your mouse on the vehicle on the left nav bar and menu will show.

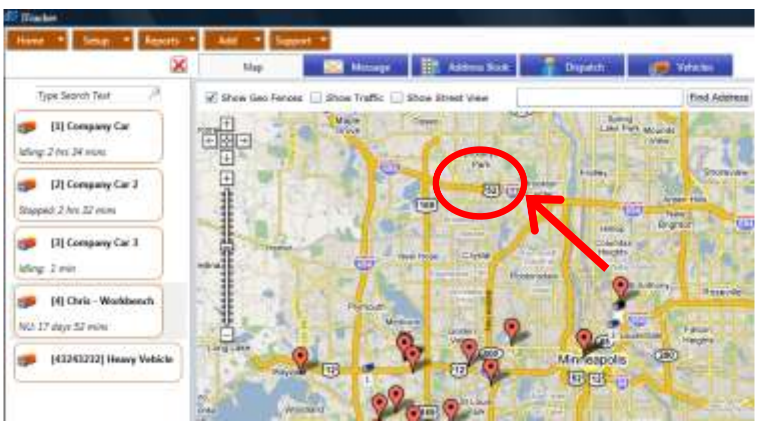
1) Choose Find on Map it: The map will refresh and the vehicle will show up in the middle of the screen with pop up bubble
2) Send Message: A message can be send to a driver attached to this vehicle by selecting this option.
3) Reports: Reports for this vehicle can be accessed using this menu
4) Show Jobs on map and Show Routes on map will only display if you are using Industrack's scheduling or routing function.

Live Alerts

On bottom of the map screen live alerts for past one hour are shown. Expand button can expand the window to show additional alerts. All alerts past one hour are captured in the safety report.

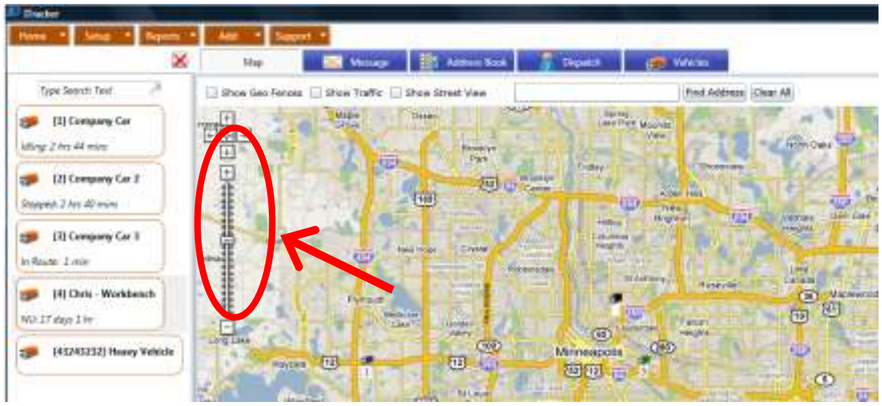
Pan and Zoom

To move the map from side to side or up and down (panning), click on the left, right, up, and or down arrows in the upper left corner of the map.



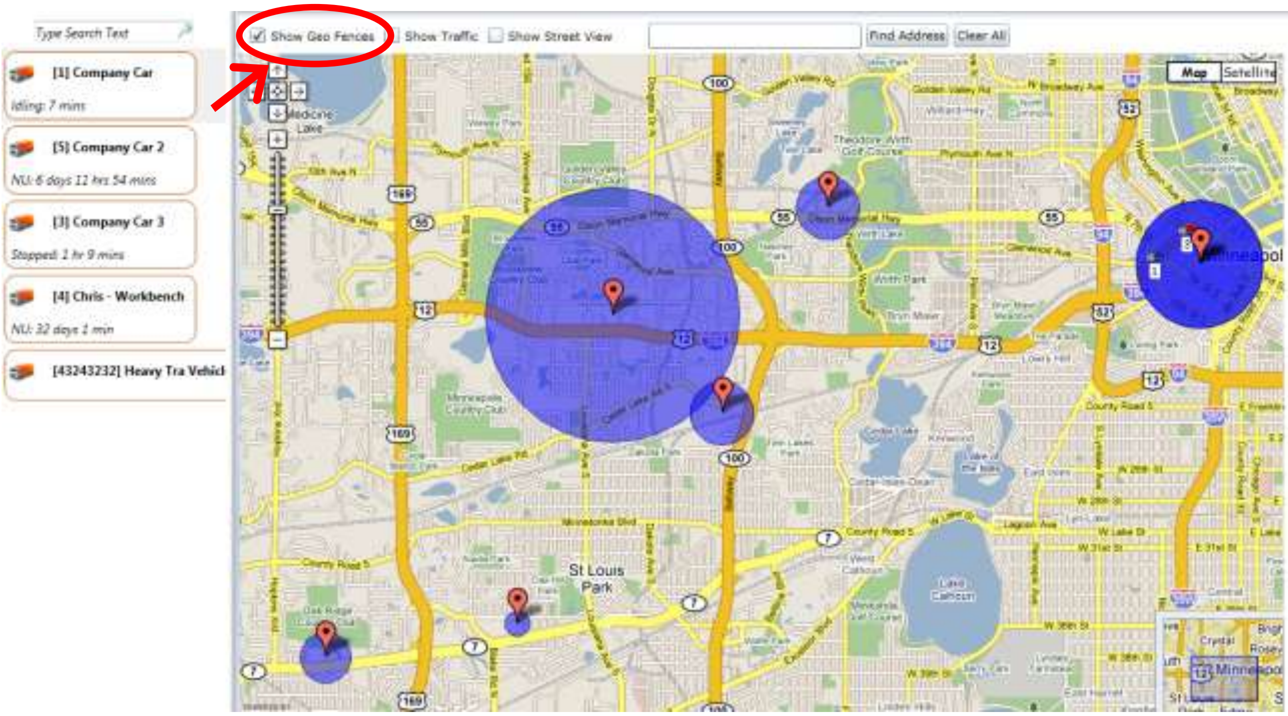
Alternatively, you can use your cursor to select a location on the map, hold the left mouse button down, and drag the map in any direction.

To zoom, you can either select the bar with the + / - symbols on the left side of the map or use the mouse scroll bar:


Home
Setup
Reports
Add
Support
Map
Message
Address Book
Dispatch
Vehicles
Type Search Text
[1] Company Car
[2] Company Car 2
[3] Company Car 3
[4] Chris - Workbench
Show Geo Fences
Show Traffic
Show Street View
Find Address
Clear All
Minneapolis

Displaying Geofences on the Map

To display the existing Geofences on the map, check the Show Geo Fences box in the upper left portion of the map:

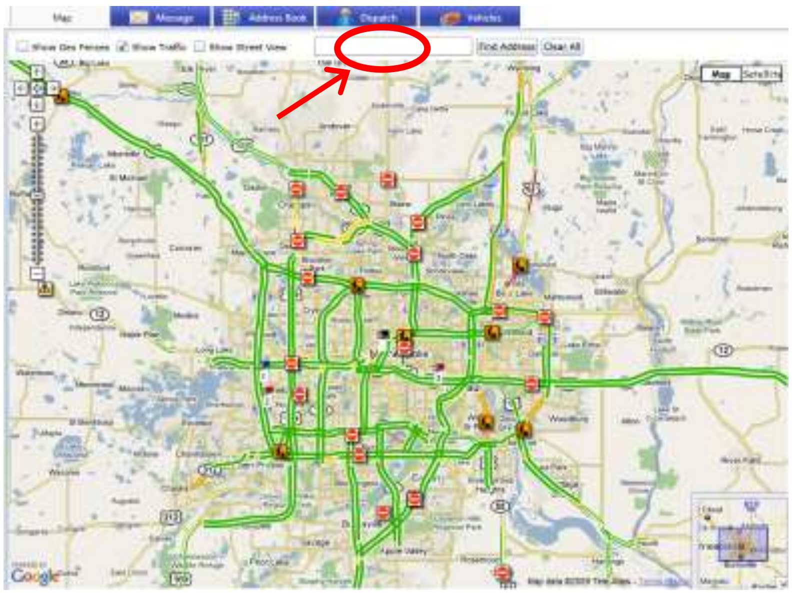


The Geofences will be displayed as shaded regions on the map. A Geofence may be removed from the map by clicking on the red indicators for the Geofence and selecting the option to remove a Geofence.

When a Geofence is deleted, it does not remove the address associated with it. Only the alerts that were associated with that Geofence will be removed.

Displaying Traffic Information

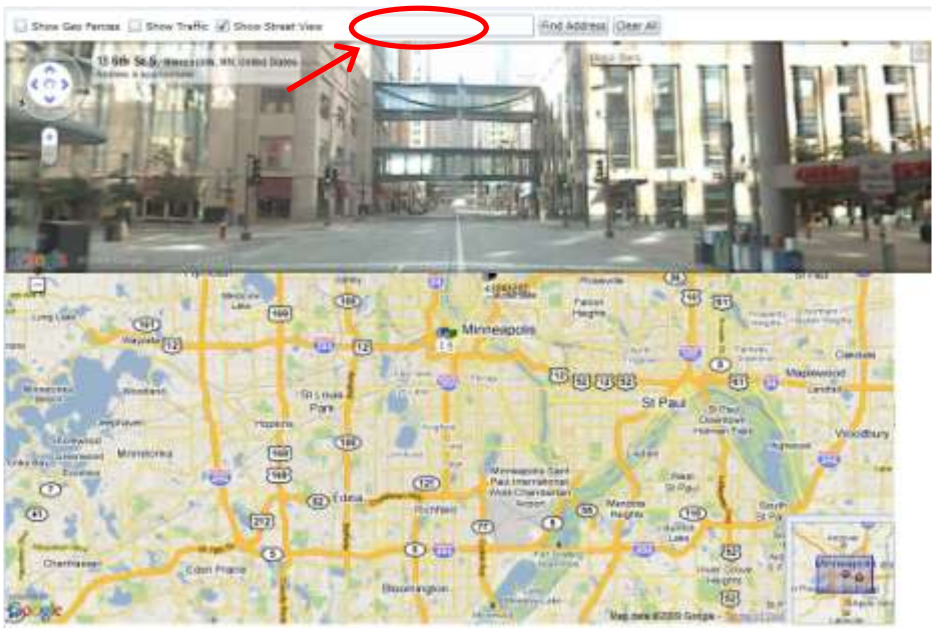
iTracker's real-time traffic display feature enables dispatchers to advise drivers of adverse traffic conditions and suggest alternate routes To display traffic information on the map, check the Show Traffic box in the upper left portion of the map:



The roads will be color-coded according to traffic conditions and indicators for obstructions such as construction will be shown as well. In the above map, the road conditions are relatively clear.

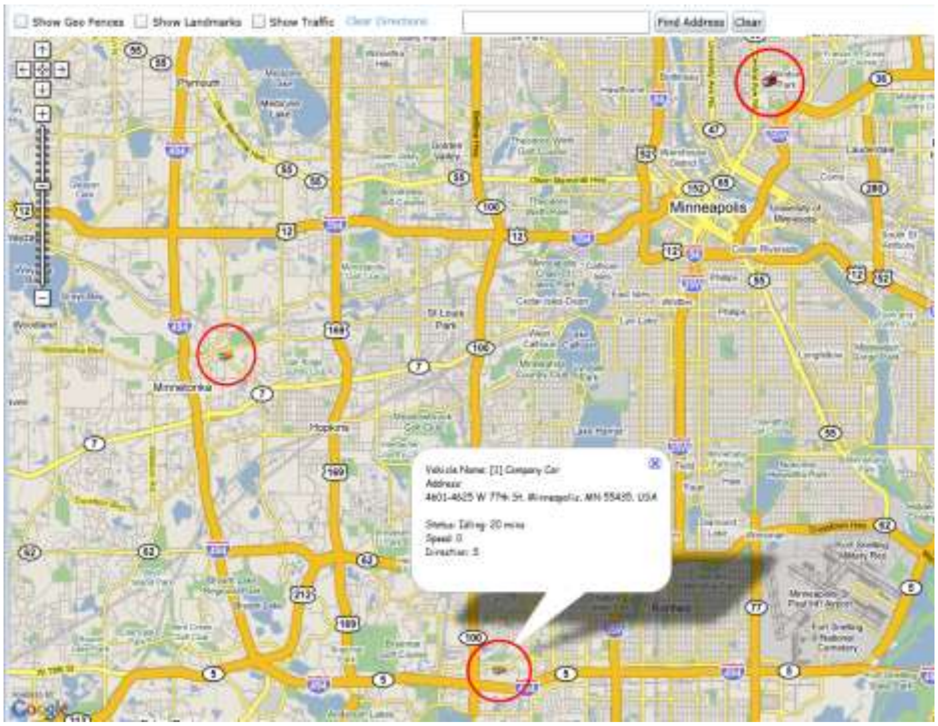
Displaying Street View

A street view of a current location or the location of a vehicle is obtained by selecting the Show Street View option on the top left corner of the map. The map view shares the window with the street view, which can be maximized to full screen. If a vehicle is set to “Find On Map” the center of the map will be changed to the vehicles current location and the resulting Street View will be displayed. The example below displays the street view for Vehicle 5 selected on the map.



Displaying Vehicle Information

The vehicles are automatically displayed on the map with a small truck icon:



The vehicle icons are highlighted in the above example. You can click on the vehicle icon to display status information including the current location, current speed, direction of travel, and idle time.

Note that the truck icons on the map are color-coded depending on their idle state. To see a legend of colors, click Setup->Map Legend.

Messaging

Within ITracker, messages can be sent to a driver or groups of vehicles via text message. Messages may include routing information, job information, or any other relevant information that might be sent to a driver.

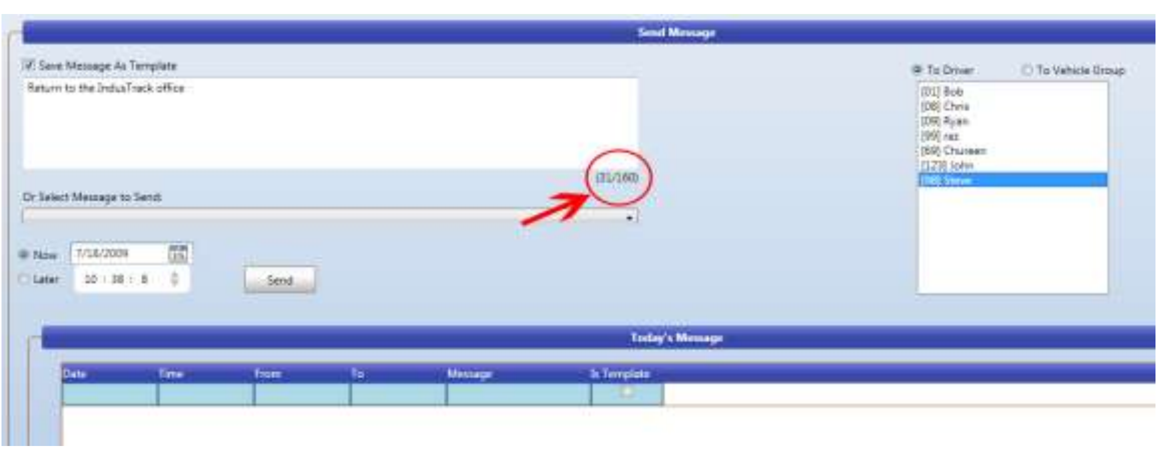
To view the messaging window, select the Message tab located above the main map:

To send a message:

1) Click the Message tab above the main map
2) Type the message in the text box or select a saved message from the drop down box
3) Select a driver or a vehicle group to send the message
4) Select the time to send the message. Either select Now or Later with a date and time to send the message
5) Click Send

The message will arrive as a text message to the driver(s) that were selected.

Note that a text message must be less than 160 characters (this is a limitation of SMS messaging with cellular phone carriers). There is a character count at the bottom right hand of the text box to tell you how many characters you have used out of the 160. In the example below, the message text is “Return to the IndusTrack office” and the character count shows 31/160.



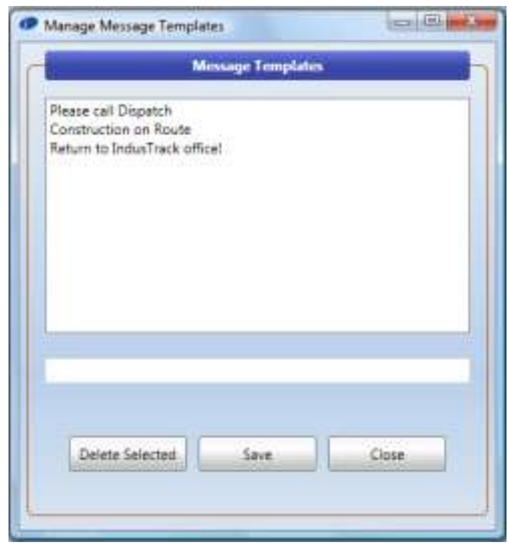
In the above example also note that the check box next to "Save Message as Template" is checked. This means that in the future, the message "Return to the IndusTrack office" will appear in the drop down box and will thus not need to be typed manually. This is convenient when there are standard messages to drivers that recur often.

After a message is sent, it is logged in the list labeled "Today's Message". Messages can also be listed with the Message Report feature.

Message Templates

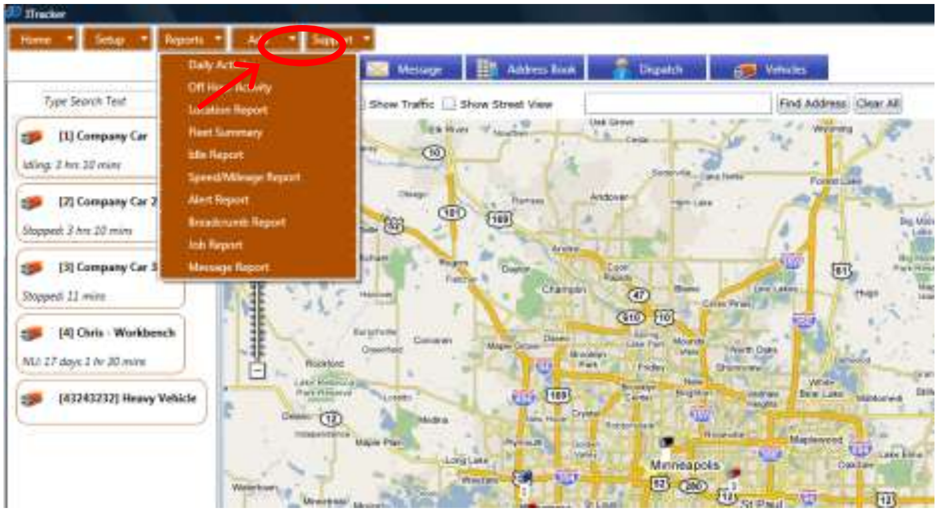
Message Templates can be easily created from the Setup tab. To create new message templates:

1) Click Setup -> Message Templates
2) Enter a short message in the empty text-field
3) Click Save

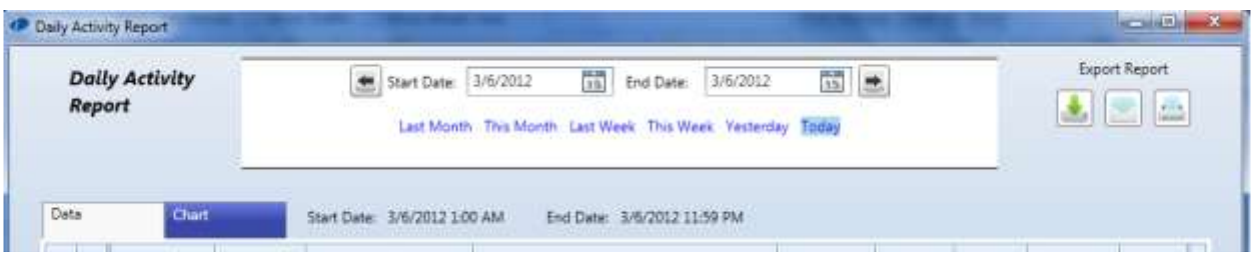


Reports

A list of available reports can be found under the Reports drop down menu:



All of the reports share a common interface for selecting and running the report. This interface will be found across the top of each reports display screen. ***A single day view will show the details. The start and end date has to be same to view the details. The arrow buttons can be use to move it by single day. Multi-day views including multiple days, week, month will show summary view.***



Start Date- Select the starting date of the report by clicking on the calendar icon and selecting the desired date.

End Date- Select the ending date of the report by clicking on the calendar icon and selecting the desired date.

Last Month- Clicking on Last Month will automatically select the previous month.

This Month- Clicking on This Month will automatically select the current month.

Last Week- Clicking on Last Week will automatically select the previous week.

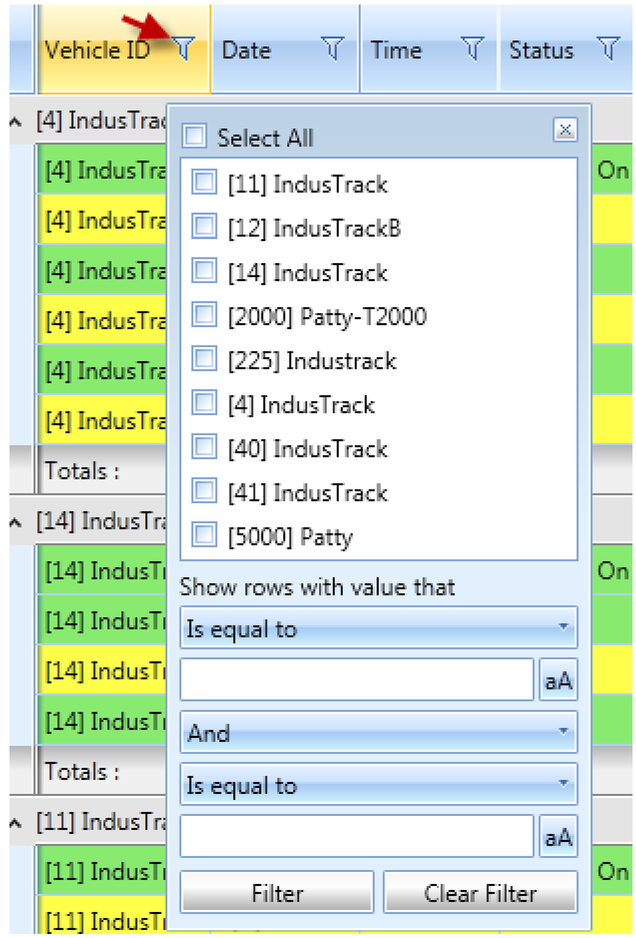
This Week- Clicking on This Week will automatically select the current week.

Yesterday- Clicking on Yesterday will automatically select the previous day.

Today- Clicking on Today will automatically select the current day. To view

The Next arrow is used to move between individual pages of a multipage report.

Clicking on the arrow button will display the previous page of a multipage report.



Each report has the following export section in the upper right hand corner. This allows the user to download, email, or print the report s.

Each column has a filter button. User can set a filter for any column. In the picture shown user can select all or select individual vehicles to be viewed.

Columns can also be moved. User can click on the Date column and move it either before the vehicle ID. Any column can be moved to any location within a report.

Daily Activity Report

The daily activity report displays all events for a given vehicle over a specific period of time. To run a daily activity report:

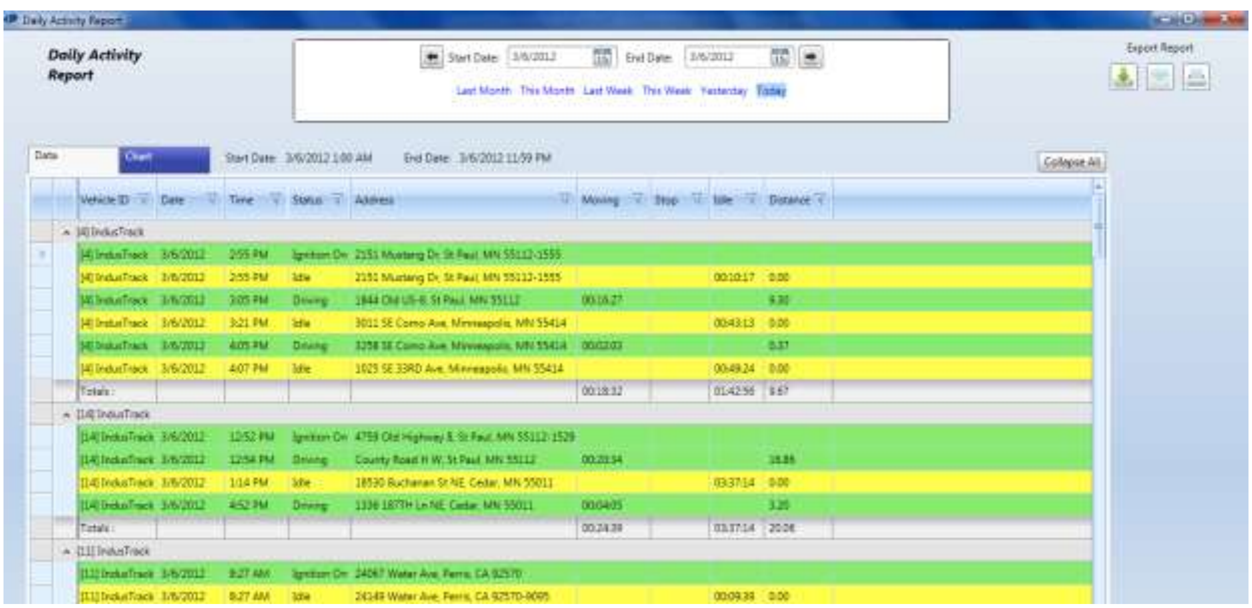
1) Click Reports->Daily Activity
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the dates back and forward.
5) Multi-day or week or month view will show a summary view

In the example report below, the report is shown for a single day. The daily activity report is color coded. The data in each column represents the time in the following format HH:MM:SS. This distance column is in miles. Address column will show the actual address. If there is a Geofence around that address, Geofence name will be shown.

Green: Ignition on and driving

Red: Ignition off and stopped

Yellow: Idiling:



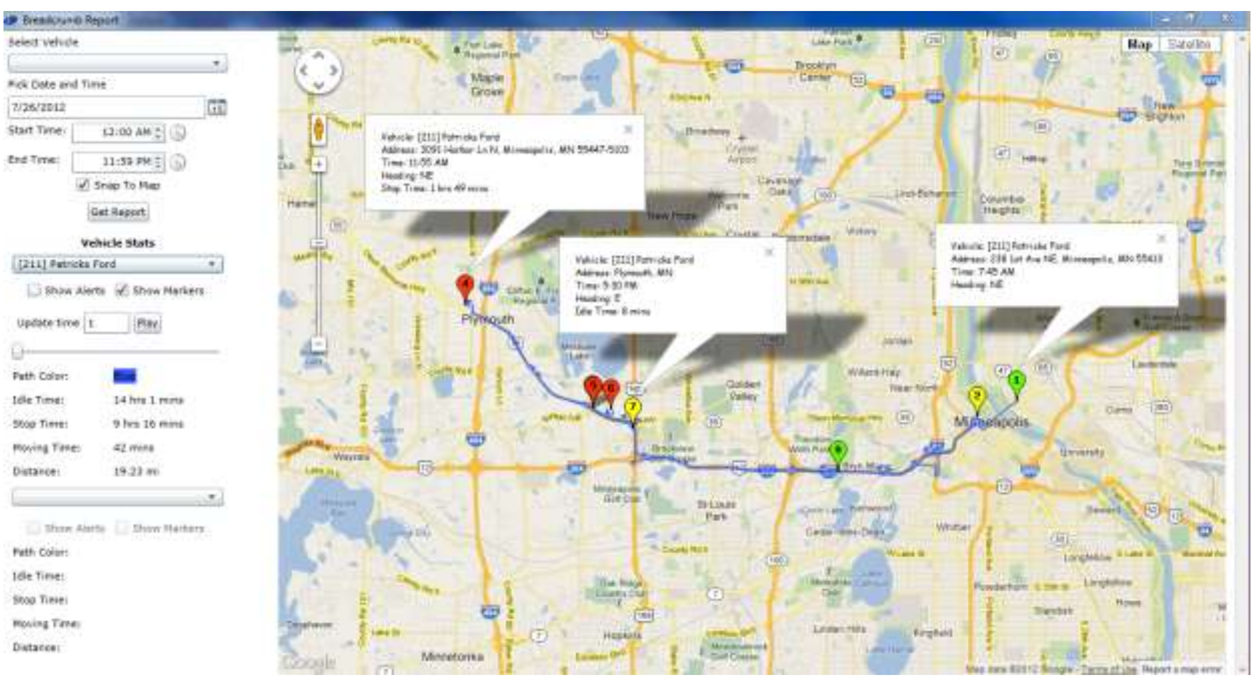
Breadcrumb Report

The breadcrumb report traces the path of a given vehicle over a period of time. This report is shown on a map and the route can be played back. To run a breadcrumb report:

1) Click Reports->Breadcrumb Report
2) Select a Vehicle
3) Select a Date
4) Click Get Report. The routes traveled that day will be drawn on the map along with markers for all of the idle points
5) Click play to watch a playback of the route

Analyzing Breadcrumb Report

- The pin numbers are sequenced based on the how vehicle traveled during the day. The first and the last pin are in green color. The yellow color pins are idle and the red color pins are stop.
- Click on a pin or multiple pin to see the address, time, and status at that instant
- Snap to map display the data on the route, un checking that box will draw a route as the crow flies
- Show marker check box display the pins on the map. Un checking that box will remove the pins from the map
- Start time and Stop time can be adjusted to see the partial or full day view.

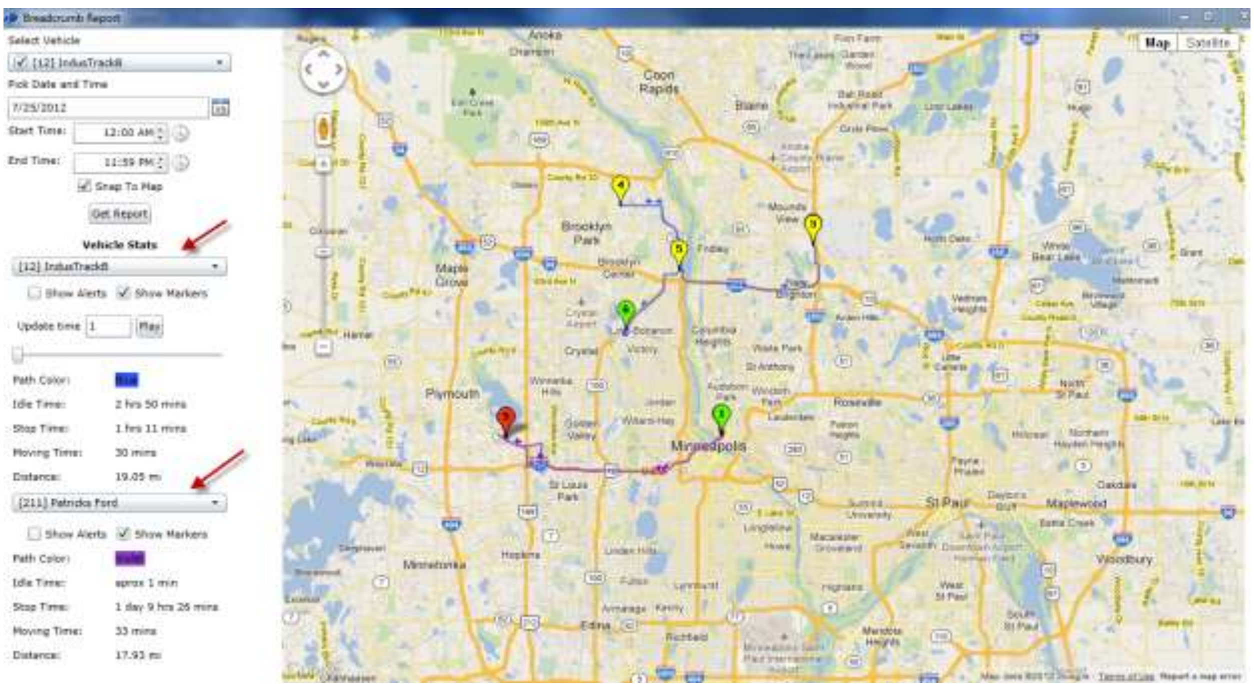


Multiple Vehicle Breadcrumb Report

1) From the Select Vehicle drop down. Select the vehicles by clicking and adding a check mark on the selected box. Up to 5 vehicles can be selected at a time.
2) Click get report

Analyzing Multiple Vehicle Breadcrumb Report

- In the example below two vehicles were selected. They are both showing breadcrumb with different colors. Blue for vehicle 12 and violet for vehicle 211
- Up to 5 vehicles can be displayed on the report but only two can be analyzed. Use the drop down menu to select the vehicles which needs to be analyzed and the statistics for that will show at the bottom
- To do a playback first vehicle select the vehicle in the first drop down box under the vehicle stats

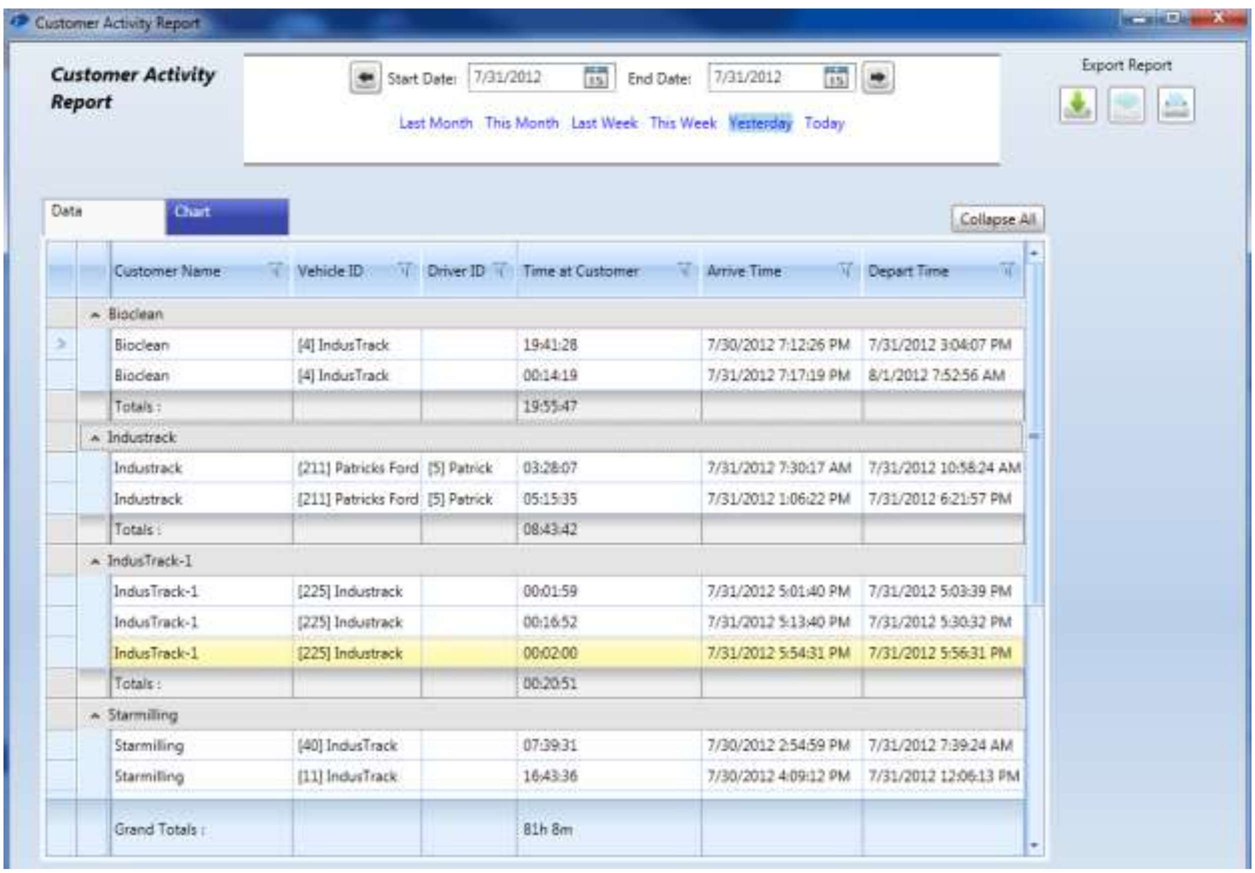


Customer Activity Report

The customer activity report displays when a particular vehicle enters and leave a customer location by the customer name. In order for this report to work, customer address needs to in the address book and report setting needs to be configured. Report setting can be configured from the top menu by clicking setup -> report setting. In this section define the length of the stop and radius for the customer location.

To run a customer activity report:

1) Click Reports->Customer activity report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move back and forward.
5) Multi-day or week or month view will show a summary view

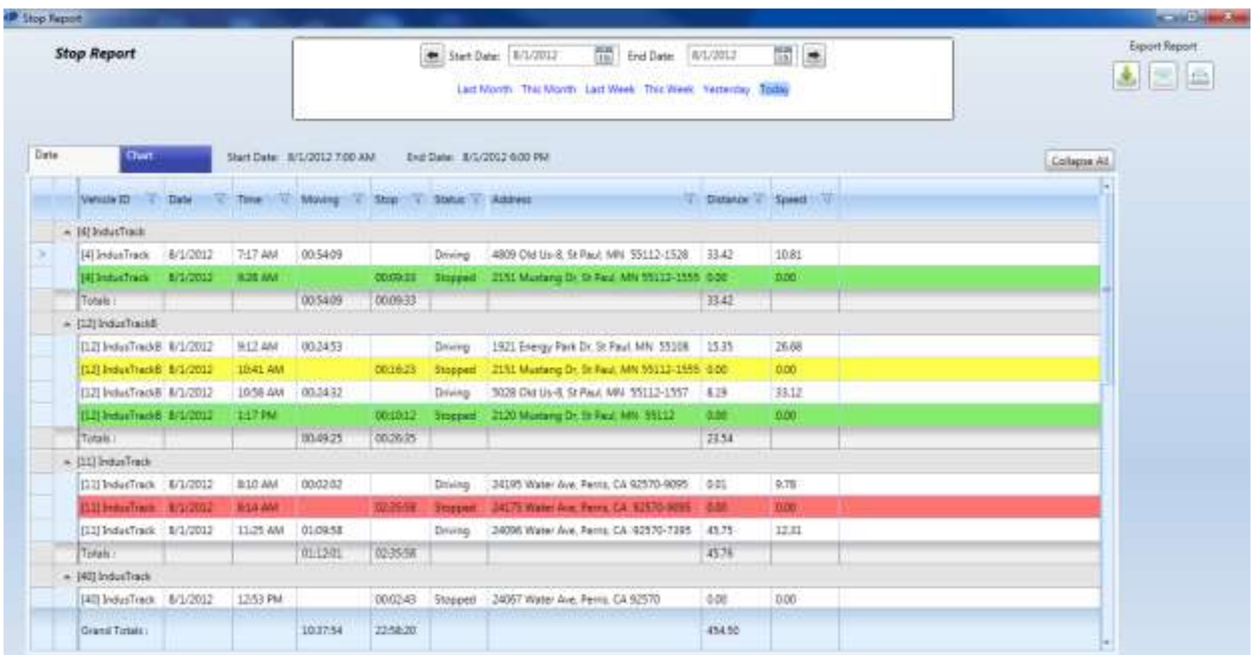


Stop Report

The stop report displays stops during the day with stop lengths color coded. To run a stop report:

1) Click Reports->Stop report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view

The stop length defines the color and color legends are listed below.
Green Stops >= 7 min & < 15 min
Yellow Stops >= 30 min & < 60 min
Red Stops >= 60 min

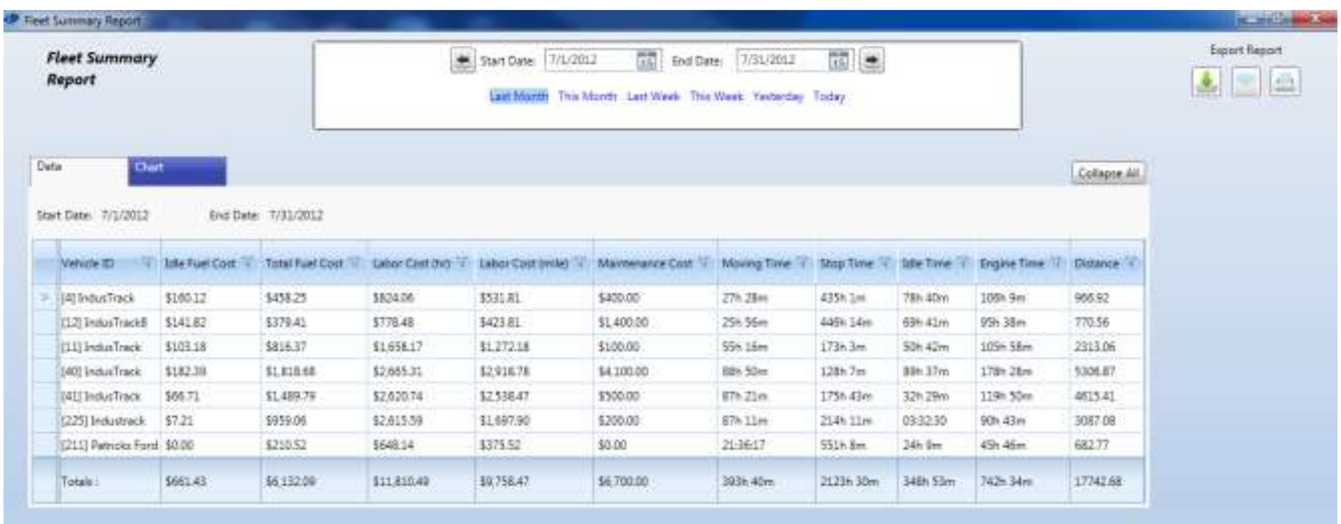


Fleet Summary

The Fleet Summary report lists the Vehicle, Idle Fuel Cost, Total Fuel Cost, Labor Cost (in hours), Labor Cost (time), Maintenance Cost, Moving Time, Stop Time, Idle Time, Stop Time Engine Hours, and Distance. Based on the driving time and distance, labor cost, equipment cost, total drive time and distance will be displayed. To run the fleet summary report:

1) Click Reports -> Fleet Summary
2) Report for all of the vehicles will be displayed
3) The Chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view

In the example report below, the report is displayed for the one-month period between 7/1/2012 and 7/31/2012



Fuel Efficiency Report

The fuel efficiency report shows fuel usage in gallon, fuel cost, distance traveled, and average miles per gallon. To run a fuel efficiency report:

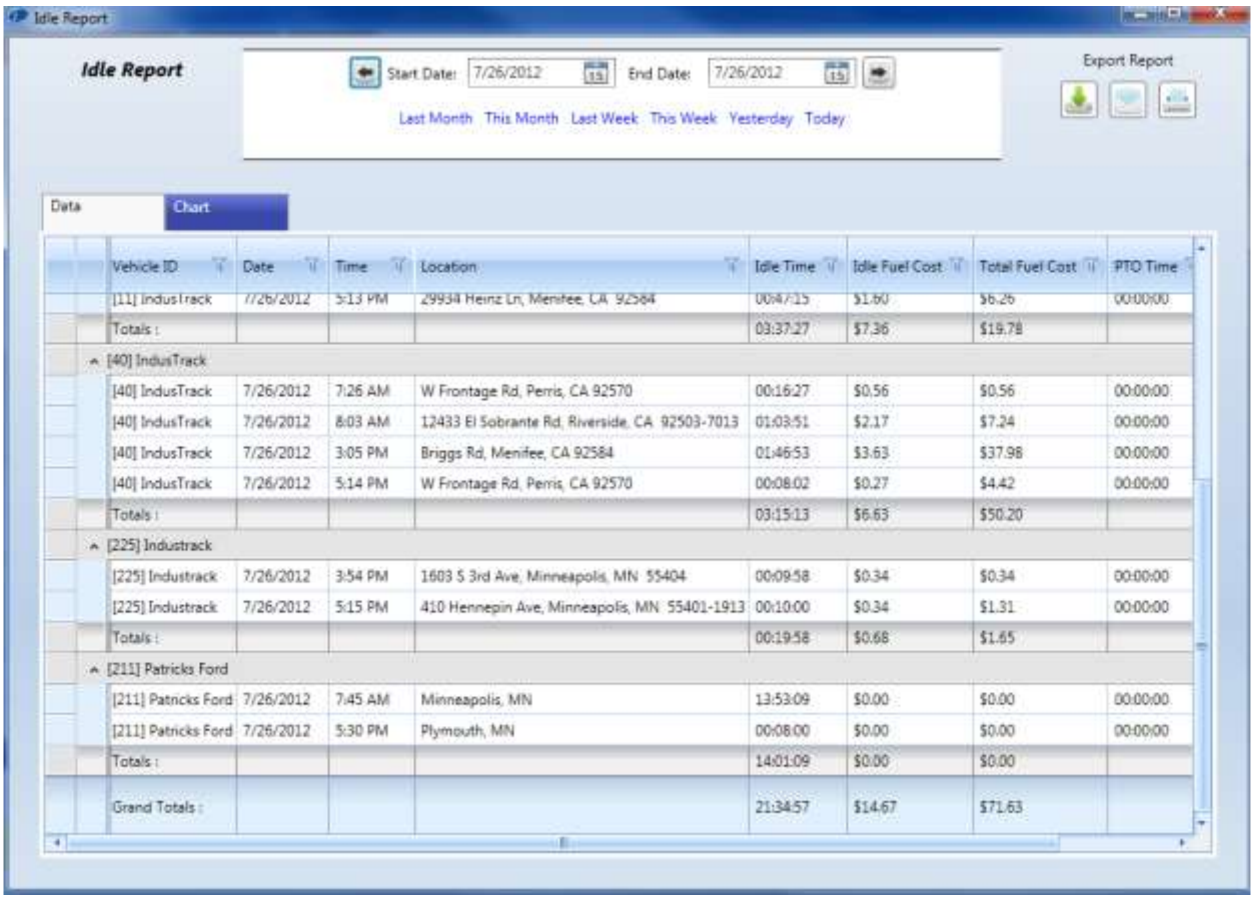
1) Click Reports-> Fuel efficiency report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view

Idle Report

The idle report lists the date, time, and location of a particular vehicle when it idles, idle fuel cost, total fuel cost, PTO time, and idle alert count. The idle threshold (the amount of time required for the car to be considered idle) is set in Setup-> Report Settings.

To run an idle report:

1) Click Reports->Idle Report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view

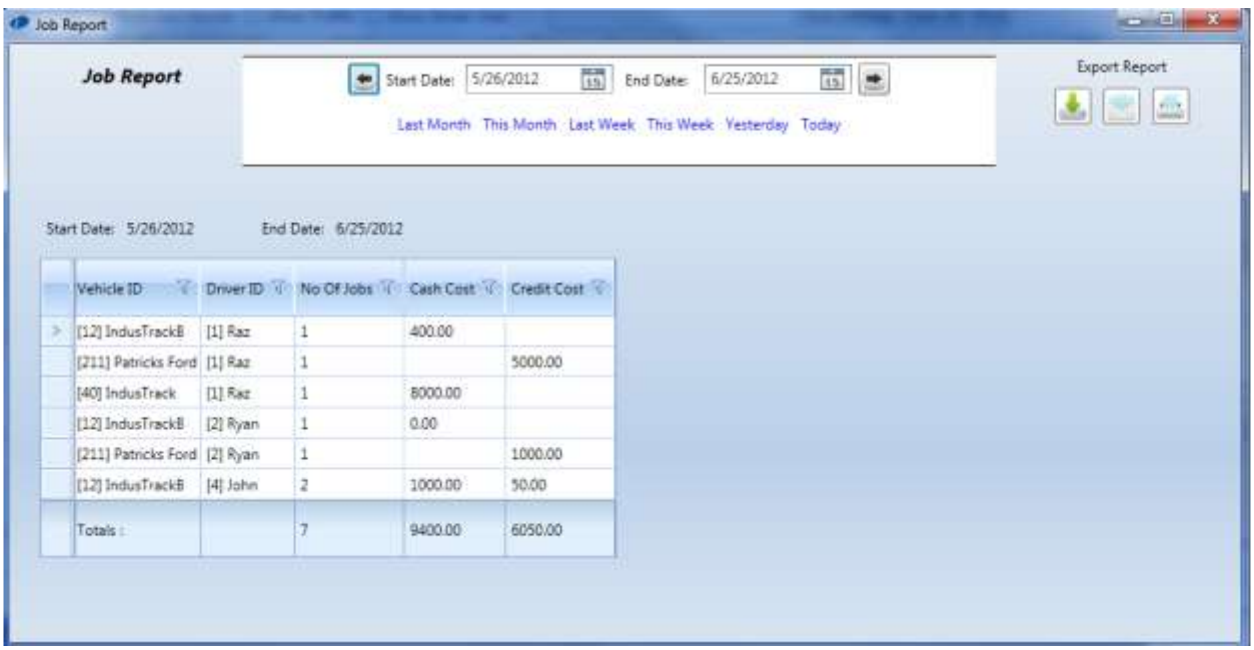


Job Report

The job report lists the vehicle id, driver id, date, number of jobs performed, and cost of a particular vehicle. This reports only show data when a job is schedule using our schedule tool. See the job schedule section on how to schedule a job.

To run a job report:

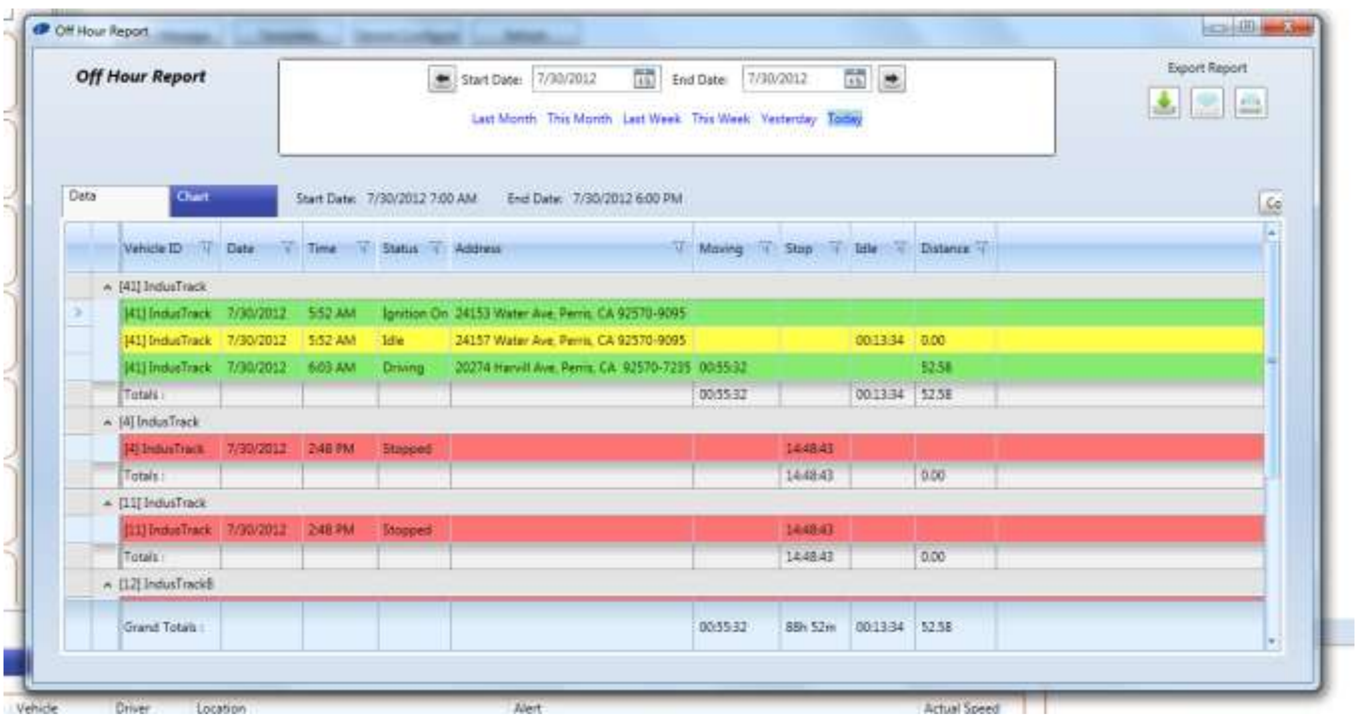
1) Click Reports->Job Report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view



Off Hour Activity Report

The off-hour activity report shows only vehicle activity during non-business hours. Business hours are set in Setup->Report Settings. Select the start work day and end work day in the report setting. To run off hour activity report:

1) Click Reports->Off Hour Activity Report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view

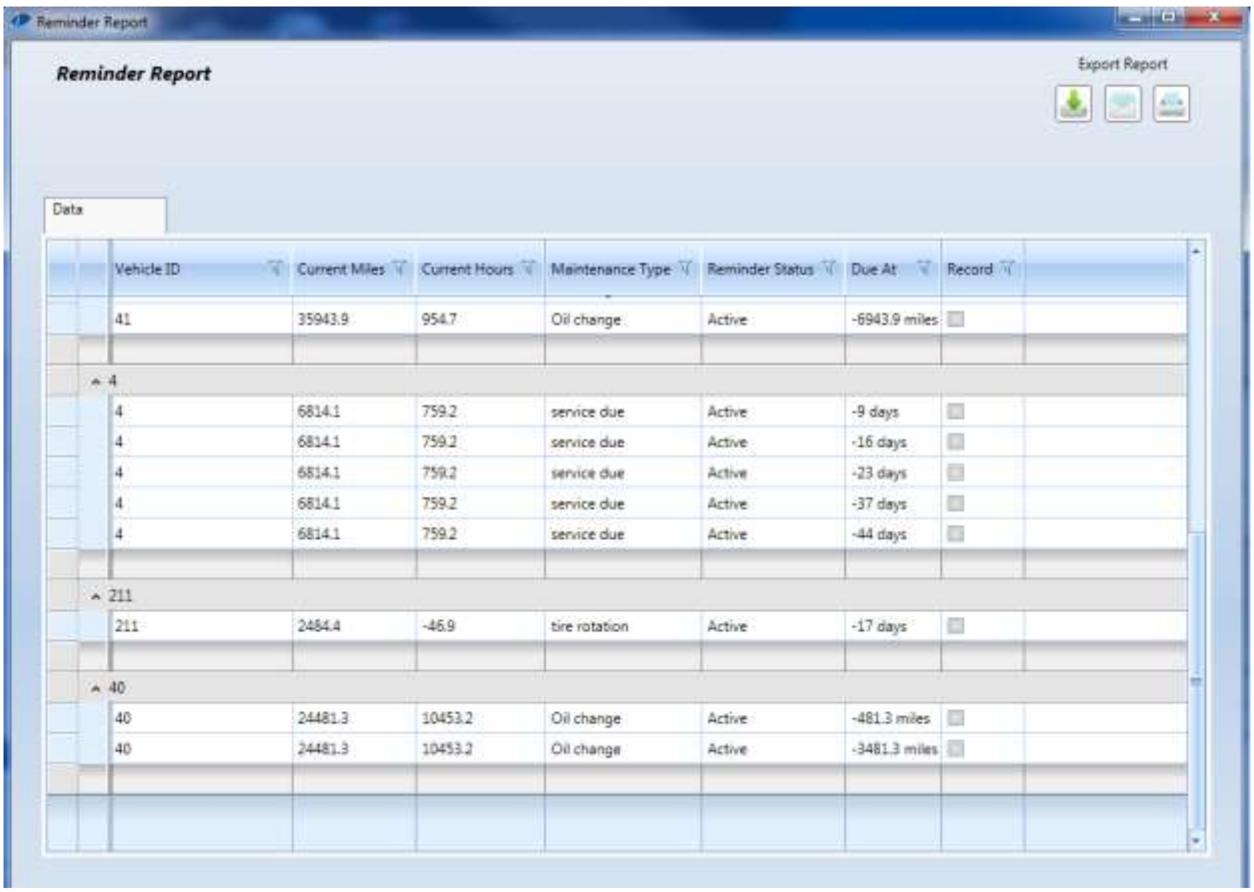


Reminder Report

The reminder report shows all the reminders that are setup using the maintenance schedule. To setup a maintenance schedule reminders click on setup-> Maintenance schedule and create a reminder. This report shows, vehicles, current miles, current hours, maintenance type, reminder status, due at, and record.

To run this report:

1) Click Reports->Reminder Report
2) Reminder for all of the vehicles will be shown in this report including the due time.
3) The negative number in the Due At shows that reminder is overdue by that amount.



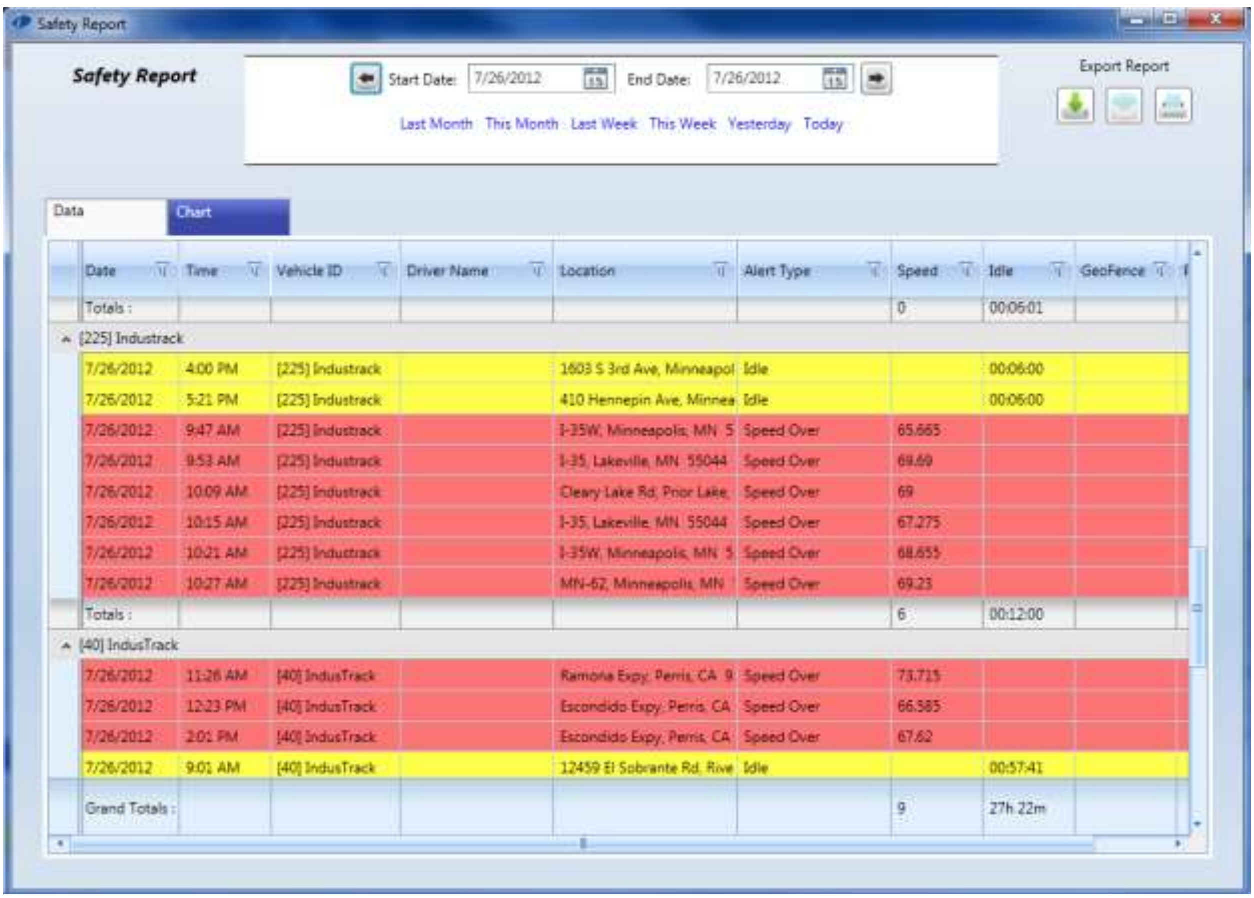
Vehicle ID	Current Miles	Current Hours	Maintenance Type	Reminder Status	Due At	Record
41	35943.9	954.7	Oil change	Active	-6943.9 miles	
4						
4	6814.1	759.2	service due	Active	-9 days	
4	6814.1	759.2	service due	Active	-16 days	
4	6814.1	759.2	service due	Active	-23 days	
4	6814.1	759.2	service due	Active	-37 days	
4	6814.1	759.2	service due	Active	-44 days	
211						
211	2484.4	-46.9	tire rotation	Active	-17 days	
40						
40	24481.3	10453.2	Oil change	Active	-481.3 miles	
40	24481.3	10453.2	Oil change	Active	-3481.3 miles	

Safety Report

The safety report shows all the alerts that are setup in the system. To setup the alter click on setup-> Alerts and create an alert. The colors in the report are chosen at the time of creating an alert. The report shows, date, time, vehicle, driver, location, and alert type.

To run the report click:

1) Click Reports->Safety Report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view



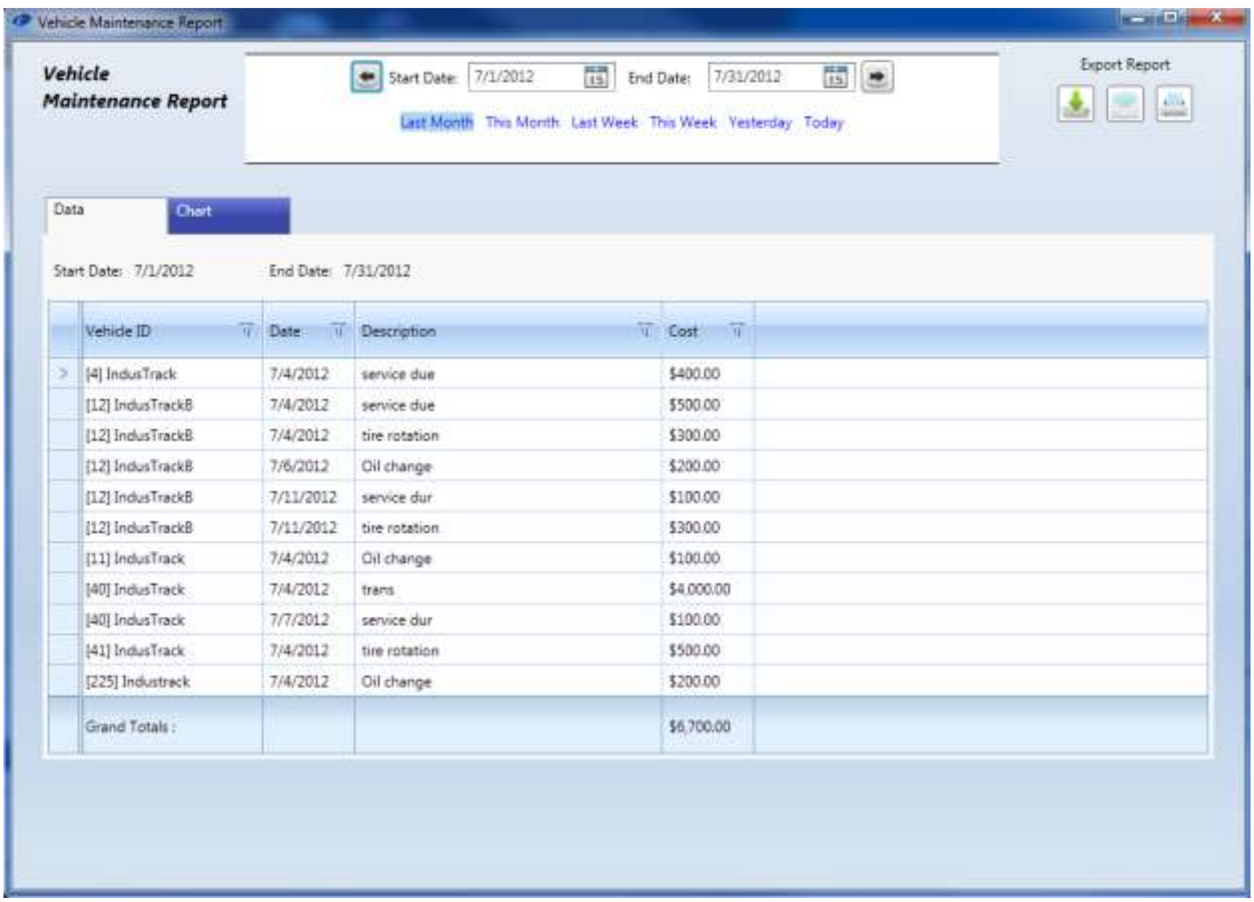
NOTE: Live alerts for past 1 hour are also shown on the main screen under the map.

Vehicle Maintenance Report

The vehicle maintenance report shows all of the maintenance records. This report will only shows the data if the maintenance records are added by using add -> Add vehicle maintenance or by clicking record on the pop-up reminder.

To run this report:

1) Click Reports ->Vehicle Maintenance Report
2) Report for all of the vehicles will be displayed
3) The chart tab will show the graphical view
4) For a single day view the start and end date has to be same. The left and right arrow keys can be used to move the date back and forward.
5) Multi-day or week or month view will show a summary view

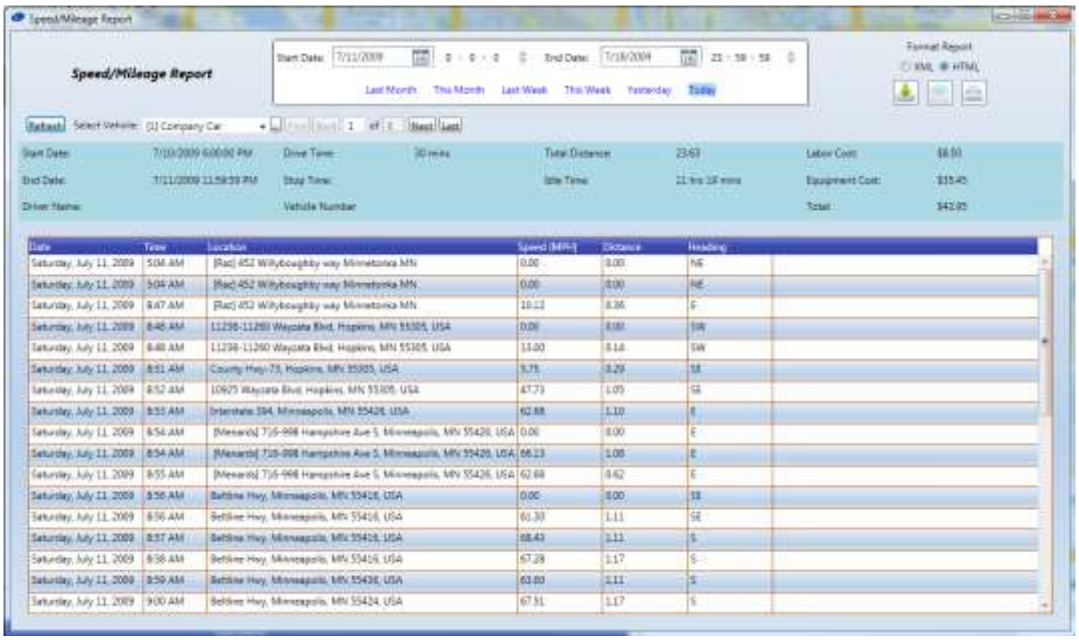


Speed/Mileage Report

The speed/mileage report shows the location, speed, distance, and heading for a given vehicle throughout the day. To run a speed/mileage report:

1) Click Reports->Speed/Mileage Report
2) Select a Start Date and an End Date
3) Select a Vehicle

In the example report below, the report is displayed for the one-week period between 7/11/2009 and 7/18/2009 for Company Car. Currently page 1 of 8 is displayed.



For each leg of the trip, the report displays the location, distance traveled, heading, and average speed.

System Requirements

This application is supported by Microsoft Windows XP and Windows Vista and Windows 7. A minimum system requirement of 2GB RAM, high speed internet and a screen resolution of 1280 x 720 will be required to effectively run the software.

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